Position Title	Senior Guest Services Advisor
Department	Client Services Department
Status	Full-time, salaried, Exempt
Location	Washington, DC (Hybrid work schedule with 2 days in the office)
Supervisor	Assistant Director, Client Services
Anticipated Start	Immediately

Salary & Benefits

Academic Travel Abroad, Inc. (ATA) is committed to work/life balance and the standard workweek is currently 30 hours. If you're hired, here are a few of our benefit highlights:

- Salary $57,000
- At least 5 weeks of Paid Time Off
- 12 holidays and up to 24 hours of paid volunteer time
- 12 weeks of paid Parental Leave (any parent, birth or adoption)
- Up to $7,400 of 401K matching of an employee's contribution
- Up to $100 per month in transit or parking benefits matched by ATA
- And of course: medical, dental, vision, LTD, Life, and FSA benefits

Description of the Position

The Senior Guest Services Advisor (SGSA) takes a leading role within the department in both tour operations and customer support. The SGSA is responsible for the management of tour logistics including rooming allotments, the scheduling arrival and departure transfers, traveler special requests, and staff flights. SGSAs communicate regularly with Destination Management Companies (DMCs) and in-country suppliers to confirm and finalize arrangements for approximately 30-40 tours per year.

Additionally, the SGSA will work on ATA's donor programs, providing white-glove service for our partners' VIP travelers. SGSAs respond to VIP traveler requests and inquiries and provide advice, guidance, and specific country information during the pre-departure stage of the trip.

When needed, the SGSA will also take on more project management opportunities and help lead the department in developing innovative solutions when problems arise.

SGSAs work closely with other Client Services and ATA staff--particularly the Programming (tour design) and Marketing teams. The position requires strong multi-tasking skills in a rigorous and collaborative work environment. Candidates with excellent written and spoken communication skills, strong customer service instincts, the ability to manage multiple deadlines, and an ease with technology will be most successful in this position. Candidates must have in-depth knowledge of the travel industry with a preferred background working with a tour operator, DMC, or in hotel group sales

What you'll do…

Support of Tour Operations

- Effectively communicate traveler requests and needs to suppliers and tour staff to ensure a positive travel experience.
- Prepare tour staff for their trip assignments, including booking air travel and preparing tour briefing books.
- Maintain trip files in accordance with departmental procedures
- Manage several concurrent deadlines across multiple trips and departures.

Deliver High-quality Customer Service

- Anticipate and attentively respond to customer requests—including providing same-day responses to VIP traveler inquiries
- Creatively and independently solve problems that arise with travelers within established guidelines
- Engage with VIP travelers on trip-related matters via phone, email, auto-generated digital messaging, custom websites, and printed mailings
- Draft, proofread, and send traveler communications, including confirmation letters, flight notifications, trip updates, invoices and evaluations
- Assist fellow GSAs in creatively solving problems that arise with travelers and trips within established guidelines.

Project Management

- Oversee team workflow using Microsoft Planner and Excel Tracking Tools
- Create and update the Client Services Department (CSD) Knowledgebase when new policies are established or when procedural changes are made.
- Submit CSD team report for our weekly Educational Travel Division meeting.
- Manage projects across departments and divisions as needed
- Assist Directors with high-level tasks

We're looking for…

Required Skills and Attributes

- At least 5 years of professional work experience in an office environment
    - With at least 2 years working in the travel industry with a tour operator, DMC, or in hotel group sales
    - Experience in a role requiring frequent client/customer engagement over email and phone; commitment to go the extra mile (or kilometer) for the customer
- Knowledge of world geography and cultural history of international destinations
- Excellent written and spoken communication skills, as the job entails extensive correspondence with internal and external stakeholders
- Resourceful problem solving – an ability to research and find information to recommend solutions to complex challenges
- Familiarity with using cloud-based customer relationship management (CRMs) platforms or software
- Knowledge of Microsoft Office Suite (Word/Excel/Outlook/SharePoint/Teams)
- Strong organizational skills and acute attention to detail
- Ability to handle multiple tasks simultaneously and work under pressure with minimal supervision
- Adaptability, flexibility—and a sense of humor

Preferred Skills and Attributes

- Project management experience overseeing competing deadlines and utilization of project management tools such as Microsoft Planner
- Familiarity with WordPress or similar website builder with an HTML editing widget

To Apply

Qualified candidates should complete our **application form** submit the following materials:

- Cover letter
- Résumé

In the **application form**, select "Senior Guest Services Advisor – Ed Travel". Applications missing any of these components will not be considered.

The successful completion of a background check, including professional references, is required for this position.

Academic Travel Abroad | 1155 Connecticut Avenue NW, Suite 300 | Washington, DC 20036
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Commented [GS1]: Should we also include this in the Description of the Position?

Commented [KD2R1]: Yes, absolutely!

Commented [EA3]: @Kate Desvenain and @Grace Soriano,This should be quantified. Exactly how many months of years of industry-specific experience is needed?

Application deadline: We encourage applicants to send their materials as soon as possible and before our best consideration date of **March 3, 2023.**

To all recruitment agencies, ATA does not accept agency resumes. Please do not forward resumes to our jobs, ATA employees or any other company location. ATA is not responsible for any fees related to unsolicited resumes.

Our Commitment to Diversity

At ATA, we don't just accept difference, we celebrate it. We use our diverse backgrounds and perspectives to our benefit by enriching our stakeholders and ourselves. ATA is proud to be an equal opportunity workplace. We are committed to equal employment opportunity regardless of race, color, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, gender identity, Veteran status, genetic information, or any other protected characteristic under applicable law.

If you have a special need that requires accommodation, please let us know.

COVID-19 Vaccination Requirement
ATA and our study abroad division, CET Academic Programs, have made the safety of our students, travelers, and colleagues, and our surrounding communities a top priority. As part of that commitment, we strongly encourage ATA/CET staff to be fully vaccinated against COVID-19.

Description of the Organization

Academic Travel Abroad, Inc. is an educational travel and study abroad provider for many universities, cultural, and media organizations, as well as a growing number of commercial brands. We believe in celebrating and learning about the diversity of people and cultures through travel and education. Riding the post-war wave of interest in travel to Europe, ATA launched operations in 1950 by assisting universities and institutions in the creation of group travel programs for their members.

Today, ATA's study abroad division, CET Academic Programs, serves college students through academically rigorous, credit-bearing programs in its centers around the world, including the US, China, Japan, Jordan, Italy, Czech Republic, Brazil, and Colombia. CET's history dates back to 1982, and today, CET, in addition to enrolling students directly, serves many private and public universities, large and small.

ATA's educational travel division is a leader in customized, branded, experiential travel and

serves partners such as the Smithsonian Institution, The History Channel, Yale Alumni Academy, and many others. In this capacity, ATA is frequently the "brand behind the brand." ATA also facilitates professional delegation travel in the fields of health, education, and law.

Tying together all brands and services are ATA's focus on innovative program design; collaborative approach to partnership; steadfast insistence on quality; diversity, equity, and inclusion; and a commitment to environmental sustainability. Every ATA program is designed to change perspectives, deepen understanding, and engage communities, showcasing the stories—both told and untold--of the places and people we visit.