POSITION DESCRIPTION
DIRECTOR – PRIVATE CLIENT SERVICES

Background
Director will be responsible for sales, operations, planning, administrative duties and other professional functions for our Private Client Services (PCS) guests. This individual will be a member of a three person PCS team.

Responsibilities of Director:

- Sales & operations for high-end, high touch guests.
- Preparation of guest materials, including itinerary proposals, detailed itineraries, pre-departure materials, final documents, and invoices. Coordination of pre-trip packets with Production Team.
- Request and analyze quotations from operators, produce and manage financial summaries in P15, and make timely payments to vendors
- Initiate and manage advance currency purchases for bill payments in foreign currencies
- Guest and operator correspondence
- Communication directly with lead guides/trip lecturers, artists, etc
- Produce Guest Services/Information Sheets and other reports to be sent to ground operators
- Maintain and update database with guest information.
- Organize and maintain guest files, ensure payments and paperwork are returned on time; check and verify all air and land arrangements to insure continuity and completeness, and arrange extra services
- Action items on post-trip guest surveys that need action.
- Visas when needed (Production team will be taking this over in future)
- International and internal air arrangements (with guest, GeoEx air department and operators) including details on aircraft seat configuration, seat type.
- Produce and send final documents

Attributes:

- Strong sales and operations skills including excellent closing skills and comfort with high-end, high touch, demanding guests.
- Broad geographic knowledge and experience with trip operations
- Ability to handle complicated logistics & minutia (and the enjoyment of doing this)
- Outstanding organizational skills
- Excellent verbal and written communication skills
- Impeccable attention to detail and accuracy
- Exceptional skills in building detailed complex budgets (financial summaries) for trips. This requires good math skills & a keen eye for possible issues)

- Ability to build good working relationships with Production Team and other Regional Operations teams;
- Ability to connect, communicate and build relationships with guests and overseas vendors
- Negotiation skills in working with overseas suppliers
- Strong passion for guest satisfaction
- Excellent technical skills, including:
    - Microsoft Word (advanced formatting and editing features)
    - Microsoft Outlook (familiarity with calendars, appointments, etc.)
    - Microsoft Excel (advanced understanding of features and formulas)
    - Adobe Acrobat Pro (especially document editing tools)
    - Smartsheet (or similar cloud-based tools for project management)
    - Knowledge of InDesign and Photoshop is a plus
- Enjoy challenges and have the ability to problem solve and create solutions on the spot to address emerging problems
- Willingness and commitment to "getting the job done" before, during, and after a departure
- Grace under fire: ability to maintain calm during times of stress and business pressure
- Ability to multi-task in a fast-paced office environment
- Good team player (open communication/collaboration); able to work independently and as part of a team
- Proactive and able to anticipate deadlines, take ownership and learn quickly

.

Education and work experience

- Education minimum requirement: Bachelor's Degree or equivalent
- 3-5 years of previous experience with a luxury adventure travel company is desirable