



Guest Services Manager

San Francisco, CA or Remote

Who We Are

Geographic Expeditions (GeoEx) handcrafts cultural tours, treks, safaris, and journeys by ship and train to the world's most astonishing places. We have been a pioneer of travel to remote and challenging destinations since 1982, responsibly opening doors to surprise and delight our guests while respecting and celebrating local communities and environments.

We've been honored to be chosen as one of *Outside* magazine's **Best Places to Work** for 10 years running, in part due to a work environment firmly based on performance, respect, and creative fun. We are proud to be a San Francisco and California Certified Green Business, based at the [Tides Converge](#) building in San Francisco's beautiful Presidio park.

We are a diverse family of like-minded adventure travel aficionados dedicated to delivering thoughtful, authentic, and life-enriching experiences across the globe. We are equally passionate about finding the right fit for our team and our travelers.

Who You Are

You are incredibly detail-oriented and highly organized. You have excellent written and verbal communication skills, and you enjoy helping guests with their questions and concerns. You have high standards for your work and put care and professionalism into everything you create.

You are self-motivated and can work independently as well as within a team. You are proactive and able to anticipate deadlines, take ownership, and learn quickly. You possess a genuine passion to learn, explore, and experience the world and want to share that passion with our guests.

The Job

You help our guests prepare for their trip by answering questions about paperwork, payments, insurance, visas, and general travel questions. You keep them (and us!) organized by tracking a variety of paperwork and client deadlines, ensuring that these deadlines are adhered to. You coordinate with GeoEx team members and overseas colleagues to compile, edit, and send pre-departure preparation materials to guests.

You are an excellent team player and assist the Sales and Groups teams with guest cancellations, trip transfers, invoicing, and ensuring that company and guest materials are up-to-date with the latest destination information and intelligence.

Through it all, you carefully review our materials and your own correspondence to ensure accuracy, clarity, proper format, completeness, and conformance with GeoEx style.

What You'll Bring

- Strong organizational skills and impeccable attention to detail
- Excellent technical skills and ability to learn new software quickly
- Exceptional verbal and written communication skills, including copy editing experience (creative writing skills a plus)
- Innovative thinking to help create new processes, systems, and enhancements to better address business needs and increase productivity
- Collaboration skills to build strong relationships with Sales & Groups teams and other members of the GSM team
- Strong passion for guest satisfaction
- Ability to problem solve and create solutions on the spot to address emerging problems
- Willingness and commitment to “getting the job done;” ability to follow through on commitments
- Grace under fire: ability to maintain calm during times of stress and business pressure
- Flexibility to adjust workflows and processes when required
- Ability to multi-task in a fast-paced office environment
- Good team player; ability to work independently and as part of a team
- Proactive and able to anticipate deadlines, take ownership and learn quickly
- Bachelor’s Degree or equivalent
- Previous experience with a like-minded travel company is a plus

What You'll Receive

- The tools and training you need to succeed
- Knowledgeable, inspiring, dedicated, and supportive teammates
- Opportunities to make travel dreams come true
- Competitive compensation and health benefits
- Generous paid time off, including holiday, vacation, and sick time
- International travel opportunities
- A fast-paced learning environment
- Fun team events planned by our in-house Culture Committee
- Access to an office space in the Presidio with a view of the Golden Gate Bridge
- An award-winning, great place to work

TO APPLY:

Send a cover letter and resume to careers@geoex.com and include “Guest Services Manager” in the subject line.