



Travel Program Manager – Part Time

Who We Are:

Conservation Volunteers International Program ([ConservationVIP®](https://www.conservationvip.org)) is a nonprofit organization dedicated to the sustainability of the world's greatest landscapes, cultural heritage sites and biodiversity. We organize and lead conservation trips to destinations around the world, where the trip participants engage in environmental conservation projects.

What You Will Do:

The Travel Program Manager must become familiar with and support the mission and purpose of ConservationVIP®. The Travel Program Manager will primarily be responsible for supporting the development and management of the travel aspects of ConservationVIP's conservation trips within the United States and internationally.

The Travel Program Manager will ensure the completeness and accuracy of trip materials, manage inventory, maintain detailed departure level vendor communication, conduct traveler medical screening, support incident response and documentation. The Travel Program Manager serves as a subject matter specialist on the travel components of the conservation trips and supports vendor and partner relationships.

You will work closely with the Executive Director, Customer Information Coordinator, Destination Program Managers and Trip Leaders to ensure smooth preparation for and operation of departures, along with quality assurance and helping to ensure all itineraries meet or exceed ConservationVIP's standards and expectations. The Travel Program Manager will report to ConservationVIP's Executive Director and will collaborate with ConservationVIP's Chief Executive Officer, the Director of Field Operations, program managers, trip leaders and marketing staff.

This is a part-time, remote position. ConservationVIP® is a virtual organization, managed by people who work remotely. Communications occur principally via email, telephone and video conference. Key documents are stored in a Virtual Office and customer information is stored in an online database. To thrive in this role, the Travel Program Manager must be capable of working independently from home, be well organized, and communicate efficiently and effectively.

Part-Time Nature of the Position:

Days and hours that the Travel Program Manager will devote to this work can be flexible to fit the needs of the candidate and will vary depending on the organization's activities. We anticipate that the position will initially require approximately 15 hrs./week.

Responsibilities:

- Develop in-depth knowledge of ConservationVIP destinations, types of conservation projects, and individual itineraries.
- Maintain strong partner and vendor relationships.
- Maintain customer-facing trip information to ensure accuracy and appropriate level of detail.
- Provide critical trip and traveler information to vendors in the form of reports and feedback.
- Support ongoing quality assurance, including customer service, program quality, adherence to our non-profit mission.
- Manage incident reporting and service recovery, including traveler follow-up and documentation.
- Address traveler complaints and assess feedback trends, to enhance traveler experience and maintain brand reputation.
- Address routine vendor performance issues.
- Primary role on medical screening for travelers, working closely with travelers to ensure they are prepared and escalating serious health or safety concerns.
- Serve as subject matter expert on the travel components of the conservation trips.
- Communicate program updates/changes to relevant staff and volunteers.
- Other duties as needed or assigned.

Skills and Experience:

- Deep personal connection to ConservationVIP's mission
- 2+ years adventure travel, wholesale travel, or tourism industry especially to foreign destinations
- Experience working with adventure travel itineraries, involving diverse activity, cultural and geographic components, including details of transportation, lodging, logistics, and customer relations
- A commitment to maintaining confidentiality of personal and business information
- International travel experience preferred, especially to nature-based destinations
- Passion for travel, and excellence in customer service
- Ability to work as a member of a team
- Organized and detail-oriented; able to handle competing priorities
- Experience working with Microsoft Office Suite and PDF files.

- Emerging knowledge of AI tools and functionality
- Experience working with database systems and data handling.
- Positive and supportive attitude when dealing with travelers and volunteers.
- Experience in planning activities and meeting deadlines
- Proven customer service skills

Desired Experience and Skills:

- Experience with Microsoft SharePoint
- Experience with Salesforce databases
- Experience working remotely
- Ability to inspire others
- Patience and a sense of humor

Essentials to be supplied by Travel Program Manager:

- Reliable Internet connection
- PC laptop or desktop protected and secured with up-to-date anti-virus software

Why should you join the ConservationVIP team?

Work with a friendly and collaborative team in a mission-driven organization that values your contributions and supports you in making a positive impact on customers and the special places we serve.

How to Apply:

Please submit your resume and a cover letter describing your interest to apply@conservationvip.org. Please use the subject line "Travel Program Manager."

Disclaimer Statement:

This job description is intended only to describe the general nature and level of work being performed by an incumbent in this position. It is not intended to be construed as an exhaustive list of all responsibilities, duties, and skills or abilities required of persons so classified or assigned.