



the smarter way to see the world

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## Tour Product Manager – Europe

### Description

#### Summary

Are you a seasoned travel professional with a passion for crafting exceptional itineraries and a deep understanding of the European landscape? smarTours seeks a strategic and results-oriented Tour Product Manager to lead the development and enhancement of our European tour portfolio. This exciting role will leverage your expertise in destination management, itinerary design, supplier relations, and customer insights to create unforgettable travel experiences that align with smarTours' mission of making life-changing travel accessible to all.

#### Why smarTours:

- **Mission-Driven:** Contribute to a company that makes a meaningful difference in people's lives through accessible and enriching travel experiences.
- **Collaborative Culture:** Join a team of passionate professionals who value innovation, customer focus, and continuous improvement.
- **Hybrid Work Environment:** Enjoy a flexible work environment with a mix of in-office collaboration in Nashville and remote work flexibility.
- **Competitive Compensation & Benefits:** Receive a competitive salary, comprehensive health insurance, generous PTO, and exciting travel benefits and opportunities.

#### Our Team

Founded in 1996 with one goal in mind: to make it possible for our customers to experience more once-in-a-lifetime trips. We are the down-to-earth travel experts whose mission is to make world travel within reach of more people. Offering more than 40 carefully curated and smartly priced tours to exotic global destinations, smarTours is a leading provider of direct-to-consumer travel experiences that focus on each destination's history, people, culture, attractions, and sights. smarTours enjoys a loyal community of repeat travelers who have discovered the smarter way to see the world.

#### Responsibilities

##### Your Impact:

- **European Destination Expert:** Become the authority on smarTours' European offerings, continuously researching and identifying new opportunities to enhance our tour portfolio.
- **Itinerary Architect:** Craft captivating and well-paced itineraries that showcase Europe's unique cultural, historical, and natural wonders while ensuring seamless logistics and exceptional customer experiences.
- **Supplier Relationship Manager:** Cultivate strong partnerships with destination management companies, hotels, transportation providers, tour guides, and other key partners, negotiating favorable terms and ensuring consistent delivery of high-quality services.
- **Customer Experience Champion:** Gather and analyze customer feedback to identify areas for improvement and drive product innovation that

#### Hiring organization

smarTours

#### Employment Type

Full-time

#### Job Location

Nashville, TN

#### Date posted

July 11, 2024

#### Application

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exceeds traveler expectations.

- **Financial Steward:** Manage tour budgets, monitor financial performance, and identify opportunities to optimize profitability while maintaining the highest quality standards.
- **Marketing Collaborator:** Partner with the marketing team to develop compelling content and promotions that effectively communicate the unique value proposition of our European tours.
- **Operational Excellence Partner:** Collaborate with operations teams to ensure seamless tour execution, address any challenges that arise, and ensure a consistently positive customer experience.

## Qualifications

- **Tour Development Expertise:** 6+ years of proven success in designing, developing, and implementing domestic and/or international escorted tours.
- **European Destination Knowledge:** In-depth knowledge of multiple European regions, including popular attractions, hidden gems, cultural nuances, and logistical considerations.
- **Supplier Management:** Experience negotiating contracts, managing relationships, and ensuring adherence to quality standards with various travel suppliers.
- **Customer Focus:** A deep understanding of customer needs and preferences, with a passion for exceeding expectations and creating lasting memories.
- **Communication & Collaboration:** Exceptional communication skills and building strong relationships with diverse internal and external stakeholders.
- **Project Management:** Highly organized and able to manage multiple projects simultaneously, prioritizing tasks and meeting deadlines with a sense of urgency and attention to detail.
- **Problem-Solving:** A creative and analytical approach to problem-solving, with the ability to navigate escalated situations calmly and effectively.
- **Technical Aptitude:** Tech-savvy with the ability to quickly learn new software and systems.

## Key Results Areas:

1. **Profitable portfolio of unique, experience-rich itineraries:** Develop and manage a diverse European tour portfolio that consistently achieves profitability targets while delivering exceptional value and unique experiences to our customers.
2. **CSAT of +4.5 and NPS +50:** Drive exceptional customer satisfaction (CSAT) ratings exceeding 4.5 and achieve a Net Promoter Score (NPS) of +50 or higher, demonstrating our customers' willingness to recommend smarTours to others.
3. **Strong supplier relationships and operational excellence:** Cultivate and maintain strong partnerships with suppliers to ensure high-quality service delivery, competitive pricing, and seamless tour operations.

## Job Benefits

- A competitive salary based on experience
- Health insurance (cost subsidized by the company)
- 20 Days PTO, 5 sick days, and 11 holidays off annually
- Travel benefits include at-cost vacations and free inspection trips + travel opportunities for team building
- Hybrid – flexible work schedule