

Tour Product Manager

Description

smarTours® believes that more people should have life-changing experiences through travel. We operate escorted group tours to international destinations at prices that make amazing trips accessible to a wide audience. While smarTours has been operating for over 25 years, we are currently rebuilding and revamping the company with a focus on customer experience and technology from the ground up. smarTours is now a fully remote company.

The Tour Product Manager will report into our VP of Tour Product & Development and be responsible for the design, contracting and launch for a part of our global tours portfolio. Tour Product requires domestic and international regional travel expertise, excellent communication skills, partnership-building capabilities, creativity, and a strategic mindset. Strict time management, attention to detail, organization, and project management skills are also essential qualities for this role. The Tour Product Manager will work closely with each internal team to deliver high quality tours from beginning to end, which defines the smarTours experience. Domestic and International travel are required for this role. A love of travel is a must.

Responsibilities

- Develop and manage a portfolio of domestic and international tours that align with the smarTours mission of offering life-changing experiences through travel.
 - Maintain and oversee current domestic and international tours within defined regions
 - Design and develop new tours with a keen eye on traveler demand and trends
 - Develop strong and strategic partnerships with ground operators to deliver a high quality tour from beginning to end
 - Identify and implement upsell opportunities
 - Prepare portfolio for sales and distribution, launching tours within specific quarterly goals
 - Achieve and maintain high customer review ratings
 - Review competitor tours against the smarTours portfolio and make recommendations for additions and updates.
- Keep our team up to date on an ever-changing travel industry and maintain ongoing awareness of current events worldwide
- Act as a tour liaison to Private Sales for defined regions
- Represent smarTours at relevant global travel conferences
- As needed, form part of our departmental rotation to assist with travel related emergencies; must occasionally be available for after-hours and weekend emergencies

Qualifications

- 6+ years of travel tour development experience
- Proven record of successful tour design, development and implementation of domestic and/or international escorted travel tours
- Travel and geographical expertise in multiple regions of the world – including but not limited to domestic. Experience in Asia and/or Latin

Employment Type

Full-time

Job Location

Remote work from: USA

Date posted

November 16, 2022

Hiring organization

smarTours

Application

To apply for this position, please submit your resume via [TriNet](#), our job posting site.

America preferred.

- Positive presence with the ability to effectively communicate with a wide variety of internal and external stakeholders.
- Highly organized and able to balance competing and time-sensitive priorities with a sense of urgency and extreme attention to detail.
- Analytical and creative problem solver who can calmly work through emergency and escalated situations.
- Tech-savvy; ability to learn in-house booking engine and operational tools
- Bilinguality is not required, but is a plus.

Job Benefits

smarTours is an equal opportunity employer and offers:

- A competitive salary based on experience
- Health insurance (cost subsidized by the company)
- 4 weeks PTO, plus 5 sick days and 11 holidays off annually
- Travel benefits and travel opportunities
- Remote work – This is a remote position

Note: *At this point in time, all candidates for this role must be authorized to work in the U.S. without need of visa sponsorship.*

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