

# Academic Travel Abroad, Inc.

1920 N Street, N.W., Suite 200 ▪ Washington, DC 20036-1601

Tel: 202-785-9000 or 800-556-7896 ▪ Fax: 202-342-0317 ▪ E-mail: jobs@academic-travel.com

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**JOB TITLE:** Director of Client Services

**DEPARTMENT:** Client Services

**SUPERVISOR:** President- Kate Simpson

**START DATE:** TBD

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## **BASIC FUNCTION OF THE POSITION:**

The Director of Client Services will be responsible for the day-to-day operations of the ATA Client Services Department (CSD). This Department encompasses the ATA Sales and Customer Service Center for National Geographic Expeditions and AMNH Expeditions as well as the ATA Travel Services Department. CSD currently has a nine person staff and handles sales and operations for hundreds of tours and delegations each year. The Director facilitates communications between ATA's Clients and CSD Staff on a daily basis ensuring that all Client needs and concerns are met in a timely manner while making sure that delivery of a high level of customer service and quality of work are the core of all that CSD does. The Director will work closely with the President of ATA to ensure that these standards are met.

## **DUTIES AND RESPONSIBILITIES:**

### **1. Sales Management**

- Lead, set strategy and measure sales efforts, campaigns, and methods
- Manage and oversee waitlisted and cancelled tours to rebook travelers onto alternate tours.
- Manage sales of insurance to booked travelers
- Inspire and motivate team of dedicated sales agents to reach client sales goals
- Calculate and submit monthly sales incentive reports to HR for payroll

### **2. Client Relationship Management**

- Work cooperatively with the designated Client representative for all CSD issues that require the assistance of management.
- Facilitate accurate and timely flow of communication between ATA CSD, Partner Tour Operators, and Reservation Specialists on all issues relevant to the Department. Actively resolve any resulting concerns with Clients.
- Participate in monthly check-in calls with Clients to discuss any issues or concerns they have.
- Advocate for customers in matters that need to be resolved via Client management and its Partner Tour Operators.

### **3. Information Management**

- Facilitate the submission of Tour Information Sheets, Selling Points Sheets from PTO's for the team so they are prepared to sell the tours in advance of marketing efforts.
- Review the schedule and content of upcoming marketing and sales promotions. Proactively determine any actions that need to be taken.
- Resolve web booking and web mail issues.
- Audit TourTools to make sure that tours have been entered correctly as far as dates, pricing, and allotments are concerned.

### **4. Customer Service & Advocacy**

- Resolve any customer service issues that arise with travelers in a timely and satisfactory manner.
- Review administrative procedures and provide constructive feedback for the purpose of increasing internal efficiency and facilitating customer service.

### **5. Staff Management**

- Perform regular recruiting duties. Hire new staff as needed. Assess workloads regularly.
- Provide training for new staff at time of hire and keep training manuals and materials up to date.
- Conduct weekly one-to-one meetings with staff as needed.
- Prepare and conduct 3 month, 6 month and yearly performance reviews for staff.
- Assist staff with prioritization of tasks and provide guidance on workload management.
- Review the completions of assigned tasks, including tour shells, bookings and activity logs.
- Provide back up for staff on phones during peak calling periods and when unusual or difficult customer situations arise.
- Facilitate constructive discussion of individual and/or team concerns.
- Implement systems for staff appreciation.

### **3. Other Duties**

- Conduct bi-weekly team meetings
- Attend weekly ATA Sales and Marketing team meetings
- Attend weekly Professionals Abroad meetings
- Attend monthly ATA Manager's Meeting.
- Attend ATA weekly staff meetings.
- Data entry of tours, bookings and client information as needed to assist team during high volume periods
- Other duties as assigned by the President of ATA and the Executive Vice President
- Additional duties may be requested by Clients

### **REQUIRED SKILLS:**

- A minimum of 5 years' experience in a customer service position
- A minimum of 2 years' experience managing a team
- Excellent customer service skills and instincts
- Superb ability to facilitate cooperative relationships with multiple entities
- Strong sales, leadership and management skills, especially as they pertain to team motivation
- Attention to details and determination to audit conflicting data from multiple sources
- Ability to handle multiple tasks via e-mail, phone and in person

- Extensive enthusiasm for assisting others with difficult, complex and/or repetitive issues
- Ability to quickly learn software (database and phone) as well as detailed and changing administrative procedures
- Ability to work under stress and successfully meet multiple, last minute deadlines with minimal assistance and supervision

**ADDITIONAL REQUIREMENTS:**

- Experience managing client relationships and motivating teams
- Excellent written and oral communication skills
- Professional and mature phone manner and presence
- Strong organizational skills
- Knowledge of Microsoft Office Suite
- Knowledge of world geography
- Adequate typing

**BENEFITS:**

In addition to the salary are benefits (with a conservatively-estimated monetary value of \$8,500) to which every employee is entitled:

**Health and Insurance:**

- A variety of health coverage options through CareFirst with minimal monthly employee contribution
- Optional Dental Insurance
- Life and disability insurance

**Leave and Travel:**

- Fifteen days vacation leave and 1 personal day
- Ten days of annual sick leave
- Nine paid holidays
- Yearly opportunity for overseas travel
- Opportunities for travel at reduced rates or at industry discount (after 6 months)

**Pre-Tax Benefits:**

- Metrochek
- Flexible Spending Accounts
- 401K (after one year's employment)
- Profit Sharing Bonus

**Personal Development:**

- Paid educational and training opportunities
- Possibility for advancement based on opportunity and skills
- Employee Assistance Plan through Employee Services, Inc.

**SALARY:** Low to mid-40s based on experience, plus monthly sales incentive bonus (amounting to \$7,000-\$10,000 annually)