



<b>Position Title</b>	Program Manager
<b>Department</b>	Sales and Creative Team, Educational Travel
<b>Status</b>	Full-time, salaried, Exempt
<b>Location</b>	Washington, DC (Hybrid work schedule of only 2 days in the office)
<b>Supervisor</b>	Senior Director, Educational Travel
<b>Anticipated Start</b>	January 10, 2023

---

## Salary & Benefits

Academic Travel Abroad, Inc. (ATA) is committed to work/life balance and the standard workweek is currently 36.25 hours and we will transition to a 30-hour workweek beginning January 2023. If you're hired, here are a few of our benefit highlights:

- Starting salary \$65,000
- At least 5 weeks of Personal Time Off
- 11 holidays and up to 24 hours of paid volunteer time
- 12 weeks of paid Parental Leave (any parent, birth or adoption)
- Up to \$7,400 of 401(k) matching of an employee's contribution
- Up to \$100 per month in transit or parking benefits matched by ATA
- And of course: medical, dental, vision, LTD, Life, and FSA benefits

## Description of the Position

The Program Manager (PM) will bring passion, experience, and creativity to designing and operating a portfolio of 30+ custom-designed educational tours to a variety of destinations each year. They will support the Sales and Creative team with expertise in travel destinations and provide innovative travel ideas.

The ideal candidate will have exceptional organizational skills with the ability to communicate at all levels and across cultures. Having the ability to see the big picture, while sweating the details of the programs to ensure they are as flawless as possible is essential to being successful in this role.



## What you'll do...

### *Program Development & Implementation*

- Develop creative and cost-effective tour ideas with an educational curriculum for ATA's clients and prospects
- Sell a travel concept or destination through designing itineraries, writing proposals, pricing tours, and interacting with clients when needed
- Conduct destination research for current or upcoming tours
- Plan, conduct and lead Research and Development (R & D) trips to destinations several times a year, when possible
- Co-ordinate with tour suppliers in-country (incoming operators, hotels, airlines, etc.) to secure and arrange group services at destination; communicate with specialists and other contacts to make special arrangements, as needed
- Negotiate with suppliers for best possible prices
- Review pre-departure information for content accuracy
- Locate, interview, hire, and brief study leaders and/or tour managers
- Issue tour-related payments for assigned tours: land operators, cruise lines, hotels, restaurants, on-tour staff expenses, staff stipends
- Prepare for and orchestrate final tour briefing with client and tour leaders
- Attend weekly department meetings to coordinate efforts with team members

### *Marketing and Sales*

- Write and review the brochure copy for accuracy and salability
- Advise the creative staff on photos and other marketing elements as the destination expert
- Join the sales staff when needed at conferences, meetings, or on sales calls to brief a client about a particular destination
- Act as account manager for certain client organizations

## We're looking for...

### *Required Skills and Attributes*

- At least 4 years of professional experience in the tourism, hospitality, or event-planning industries with specific experience in either creative program design, travel itinerary development or tour operations
- Excellent written and spoken communication skills, including strong grammar
- A demonstrated ability to program multiple destinations and events concurrently
- Knowledge of world geography and cultural history of international destinations



- Experience with vendor/supplier negotiations
- An acute attention to detail
- A confident, professional demeanor dealing with clients and colleagues
- Self-motivation and the ability to work independently
- A commitment to go the extra mile (or kilometer) for the client
- Adaptability, flexibility—and a sense of humor

### *Preferred Skills and Attributes*

- The ability to speak a foreign language
- Hands-on experience with event-planning or tour operations are a plus
- Specific experience working, traveling, or conducting business in countries throughout Europe, MENA, and the Americas
- In-depth knowledge of the tour and hospitality industry
- An ability to price trips and travel plans
- Familiarity with using cloud-based customer relationship management (CRMs) platforms or software (e.g. Salesforce)
- Skilled at public speaking and the ability to speak with confidence and poise
- A strong background in writing or in a creative industry

### **To Apply**

Qualified candidates should complete our [application form](#) submit the following materials:

- Cover letter
- Résumé

In the [application form](#), select “Program Manager – Ed Travel”. Applications missing any of these components will not be considered.

The successful completion of a background check, including professional references, is required for this position.

Note: This position is for employment within the United States. Please note that our company will not be able to sponsor U.S. employment visas or work authorization.

**Application deadline:** We encourage applicants to send their materials as soon as possible and before our best consideration date of **December 11, 2022**.



To all recruitment agencies, ATA does not accept agency resumes. Please do not forward resumes to our jobs inbox, ATA employees or any other company location. ATA is not responsible for any fees related to unsolicited resumes.

### **Our Commitment to Diversity**

At ATA, we don't just accept difference, we celebrate it. We use our diverse backgrounds and perspectives to our benefit by enriching our stakeholders and ourselves. ATA is proud to be an equal opportunity workplace. We are committed to equal employment opportunity regardless of race, color, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, gender identity, Veteran status, genetic information, or any other protected characteristic under applicable law.

If you have a special need that requires accommodation, please let us know.

### **COVID-19 Vaccination Requirement**

ATA and our study abroad division, CET Academic Programs, have made the safety of our students, travelers, and colleagues, and our surrounding communities a top priority. As part of that commitment, all ATA/CET staff are required to be fully vaccinated against COVID-19. Proof of full vaccination against COVID-19 will be required before the start date of employment in order to work at ATA/CET. Requests for medical and/or religious exemption are accepted and are evaluated on a case-by-case basis. Failure to provide proof of COVID-19 vaccination or to obtain approval for a medical or religious exemption will result in the offer of employment being rescinded.

### **Description of the Organization**

Academic Travel Abroad, Inc. is an educational travel and study abroad provider for many universities, cultural, and media organizations, as well as a growing number of commercial brands. We believe in celebrating and learning about the diversity of people and cultures through travel and education. Riding the post-war wave of interest in travel to Europe, ATA launched operations in 1950 by assisting universities and institutions in the creation of group travel programs for their members.

Today, ATA's study abroad division, CET Academic Programs, serves college students through academically rigorous, credit-bearing programs in its centers around the world, including the US, China, Japan, Jordan, Italy, Czech Republic, Brazil, and Colombia. CET's history dates back to 1982, and today, CET, in addition to enrolling students directly, serves many private and public universities, large and small.

ATA's educational travel division is a leader in customized, branded, experiential travel and



serves partners such as the Smithsonian Institution, The History Channel, Yale Alumni Academy, and many others. In this capacity, ATA is frequently the "brand behind the brand." ATA also facilitates professional delegation travel in the fields of health, education, and law.

Tying together all brands and services are ATA's focus on innovative program design; collaborative approach to partnership; steadfast insistence on quality; diversity, equity, and inclusion; and a commitment to environmental sustainability. Every ATA program is designed to change perspectives, deepen understanding, and engage communities, showcasing the stories—both told and untold--of the places and people we visit.