



**CO-TRAVELIN**

TRIPS FOR 18 - 25 YEAR OLDS

**The Position:** Account Manager & Trip Leader

**Number of Openings** – One (1)

**Date of Joining** - March 2022 (First week)

**Salary-** up to Rs 5,50,000 Per Annum (Fixed) + Variable + Co-TravelIn Perks (Depending upon candidates)

**Use your love of travel – and put it to work**

This position suits someone passionate about travel, confident in their communication and ability to influence, but lastly, you'll be a passionate, collaborative committed individual, who thrives on achieving high levels of customer satisfaction (we literally mean it), whilst sharing Co-TravelIn's core values of integrity, innovation, fun, passion, growth, and responsibility.

We are looking for a passionate individual to join our team as an Account Manager and Trip Leader.

**No two days will be same but some of the tasks you'll take the lead on are:**

**Marketing, Sales and Operations (When not leading trips):**

- Leading the marketing strategy (includes social media marketing, email marketing) and execution of your regional product and commercial campaigns.
- Taking on the responsibility for driving the day-to-day performance of all paid media, with a focus on maximizing online inquiry, your goal will be to improve quality traffic growth, and revenue.
- Writing travel-related fun, informative blogs/content on weekly basis.
- Creating new processes to help streamline the development and delivery of all marketing campaigns
- Answering inbound inquiries, meeting customer service & sales KPI's for your specific region. Following up on sales leads and making outbound calls.
- Providing strong customer support to manage feedback and complaints and being proactive in finding solutions, and as required may participate in crisis and incident management.
- Sourcing **Sustainable Experience Rich Travel**, based on customer requirements
- Supplier vetting and selection, rates requisition allocations, and some negotiations
- Detailed Itinerary planning, working with other account managers and sales teams to scope and source products.

**When leading trips:**

- Consistently deliver a high level of customer service and traveler satisfaction. Have the ability to deal with all types of people - our travelers come from all around the globe; they speak many languages and have many different expectations.

- Provide leadership for our travelers and be responsible for their well-being. Be a problem solver - you will have to assist travelers with lost passports, when they have injuries or need to visit a hospital, conflict of personalities, etc.
- Continually increase your knowledge about the visited country, its culture, religion, current affairs, environment, etc.
- Ability to create meaningful and creative content for our social media platforms.
- Have detailed knowledge of hotels, sights, restaurants, transport, souvenirs, prices, etc. Develop a series of information sources and contacts that can be of assistance when required.
- Always be open to new adventures and activities. Many times, you will be required to participate in adventure activities such as Scuba Diving, Snorkelling, Surfing, Biking, etc.
- Assist and accompany travelers during optional activities and meals
- Maintain daily expenditure accounts, retain receipts, and keep expenses within the trip budget provided.
- Provide a report for each trip, in the requested format.
- Train new Leaders as requested, passing on as much trip-related information as possible.

### **Requirements**

- A Love for Adventure Travel: We are the Adventure specialists, and we only hire CEOs who have a genuine passion for traveling to vibrant, exciting areas of the world. Our CEOs come from very diverse backgrounds, but this is one thing that they all have in common. Previous experience living, traveling, studying, or working abroad is an essential requirement for this position.
- Able to legally travel across Asia, Europe, and the Middle East.
- Language skills: All of Co-Travelin tours are operated in English so a good command of the English language is mandatory. The region-specific language is also very important. This helps ensure we maintain excellent relations between the company, the people we meet and work with within the field, and the travelers on our trips.
- Excellent Leadership and Communication Skills: We look for people who have experience in leadership roles, with a proven ability to communicate effectively in a wide range of contexts.
- Resourcefulness: We need CEOs who have a good head on their shoulders, who can remain calm and collected under unpredictable and stressful circumstances. Our CEOs need to be able to take decisive action to resolve problems as they arise.
- Awareness of and Commitment to Sustainable Tourism: Our CEOs need to be committed to environmentally and culturally responsible tourism and be inspiring examples to travelers.
- Good Health and High Energy Level: It may seem obvious, but we need CEOs who can always handle the daily stresses, both mental and physical, of long and tiring days. Be it a 13-hour bus ride, a long day's trek with a difficult group of travelers, or an included rafting adventure, you need to be the friendly, happy, helpful face of Co-Travelin.
- First Aid/CPR Certification: CEOs must be prepared to act in case of an emergency. Standard First Aid Certification and CPR are required at the start of a contract to ensure your ability to assist with injuries, illness, or emergency in remote locations.
- Transportation to your training location: It is the CEO's responsibility to get him or herself to the starting point of the training trip.
- Background in basic accounting/budgeting: Experience working with budgets or developing a personal budget is an asset.
- Computer literacy: A working knowledge of the Internet, E-mail, Microsoft Word, and Microsoft Excel is essential.

If interested and suitable, request you to kindly write to us on [team@cotravelin.com](mailto:team@cotravelin.com) along with your updated resume and why you are the right fit for the role.

All the best and Happy Traveling :)

Team Co-TravelIn