

Group Operations & Development Specialist Job Description

Group Operations & Development Specialist

Travel Leaders – Discovery World Travel is looking to hire an experienced travel specialist to assist with group operations and development. This individual will work closely with the manager of the groups department, our valued travel partners and internal staff. This individual will help with operations and development of custom groups, events and affinity groups. We are looking for someone that is creative, detailed, has broad destination/travel experience, good communication skills, can work independently and has the ability to enhance our group vacations and Travel Leaders – Discovery World Travel.

Responsibility

The Group Operations & Development Specialist is responsible for working with the manager of the groups department, and Travel Leaders – Discovery World Travel partners to create, organize, manage operations and plan custom group vacations and events, most taking place in international destinations. You will ensure that all group travel components that are planned, run according to plan to ensure guest satisfaction; ie, confirm reservations with providers, process payment information, confirm event schedules, transfers, pricing, management of charter and commercial air schedules & manifests, secure group air and assist with other duties as needed, etc. This person may also be involved in marketing and presentations to group leaders or clients.

Essential Skills and Abilities

- Excellent communication skills. Ability to interact directly with the group travel manager, travel specialists and suppliers. It is essential to have excellent verbal and written skills to communicate effectively and persuasively.
- Ability to multi-task. Being able to multi-task, with frequent interruptions is key.
- Great organizational skills. Managing multiple group tours, planning itineraries and assisting with document preparation.
- Ability to work under deadlines. Responsibilities involve working with contract deadlines and other project deadlines.
- Ability to take initiative to negotiate with partners to achieve the best price and value for Travel Leaders and our partners. Ability to problem solve.
- Attention to detail and accuracy. Responsibilities involve proofing contracts and assisting with building & maintaining groups in our booking engine.
- Ability to secure & manage group air blocks. Work with vendors to secure group air blocks and manage them. Utilize Worldspan to look up schedules and availability.
- Willingness to travel. The job is not always desk-bound and can involve travel managing group tours.

- Ability to be a team player. This is a critical skill requirement in working with our suppliers and internal/external clients.
- Knowledge of computer software. MS Office, Power Point and Excel. Reports will be required. Having experience in working with Clientbase and/or Groupminder (or similar group travel software) is an additional bonus.
- Travel Specialist and International Travel Experience. Having experience in the travel field and also travel experience is important in this position.
- Participate in training sessions. Continued knowledge in the travel industry is key to our success

Education and Experience

Applicants must have at minimum a High School Diploma or equivalent, preferably a College Associate or Bachelor's Degree. A minimum of five years of experience in the travel or tourism industry, group travel, meetings or incentives or equivalent is required.

Equal Opportunity Employee

Travel Leaders – Discovery World Travel is an equal opportunity employer; applicants are considered for all roles without regard to race, color, religious creed, sex, national origin, citizenship status, age, physical or mental disability, sexual orientation, marital, parental, veteran or military status, unfavorable military discharge, or any other status protected by applicable federal, state or local law.

About

Discovery World Travel was founded in January 1976 to coordinate the sales of motorcoach tours and provide airline, tour, cruise, and rail packages to the public. Discovery World Travel joined Carlson Wagonlit Travel, one of North America's largest travel management organizations in 1987. Discovery World Travel received Carlson's "Golden Legacy Award" for 1999-2000, and received the "Award of Excellence" each year since 2000.

Carlson Wagonlit Travel became Travel Leaders, a full-service flagship travel franchise brand featuring travel experts selling tours, cruises, escorted and independent travel. Today, Travel Leaders Network is the largest network of travel agencies in North America with nearly 7,000 locations producing annual sales of more than \$17 billion.

For more information or to apply, please email betsy@tldiscovery.com.