

Group Development Specialist Job Description

Group Development Specialist

Travel Leaders – Discovery World Travel is looking to hire an experienced travel specialist to assist with group travel 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 events, affinity, and custom groups. We are looking for someone that is creative, detailed, has broad destination/travel experience, good communication skills, can work independently and can enhance our group vacations and represent Travel Leaders – Discovery World Travel.

Responsibility

The Group 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, i.e., 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 on various projects 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.

- A team player. This is a critical skill requirement in working with our suppliers and internal/external clients.
- Knowledge of computer software like MS Office, Power Point, Outlook, and proficient knowledge in Excel. Having experience in working with GroupMinder, ClientBase or similar travel software is an additional bonus.
- Participate in training sessions. Continued knowledge in the travel industry is key to our success.
- Worldwide Travel Experience.
- Scheduled Air Contracts. The ideal candidate will have experience in negotiating group air charter and scheduled air contracts.
- Must have the ability to lift boxes up to 25 pounds or less. Generally required to perform occupational tasks sitting, standing, walking, lifting, carrying, reaching, pushing, and pulling.

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.

Discovery World Travel was opened in January 1976 to coordinate the sales of motorcoach tours and provide airline, tour, land, and rail packages. Branch offices include Green Bay, Menasha/Appleton, and headquarters in Sheboygan. Discovery World Travel joined Carlson Wagonlit Travel, one of North America's largest travel management organizations in 1987. Our agency received Carlson's "Golden Legacy Award" for 1999-2000, and we have also received Travel Leaders "Award of Excellence" each year since 2000.

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