



Position: Director of Travel

Location: Philadelphia, PA

Full-Time Employee | Hybrid work environment

Position Overview

The Director of Travel oversees all activities of the Travel department and is a senior staff member of the World Affairs Council of Philadelphia. The Director of Travel conceptualizes, organizes, and implements over thirty international and domestic tours each year. Coordinating interdepartmental and external partnerships for tours, promoting the tours, and managing the travel budget are primary responsibilities of this role. Additionally, the Director of Travel is responsible for planning and facilitating at least one Inside Washington program each year. Direct reports of this position may include Travel Interns and a Program Coordinator

Key Functions/Responsibilities

- Conceptualizes and oversees the Travel the World program, which typically includes 35 mostly international tours serving 300 -350 travelers annually. This program serves the members of the World Affairs Council of Philadelphia as well as members from dozens of similar World Affairs Councils across the United States, giving it a national reach.
- Responsibilities include, but are not limited to, working with tour operators to select trips that serve the development and educational mission of the Council and incorporate innovative strategies.
- Oversees all travel promotion, including, but not limited to individual trip brochures, e-blasts, website, program booklets, program PowerPoints, and social media content in partnership with colleagues and vendors
- Responsible for the annual budget, including revenue and expenses, for Travel department
- Drafts policies relating to the administration of trips including, but not limited to trip leader guidelines, contracts with tour operators, terms and conditions, and passenger information forms
- Originate, plan and lead annual *Inside Washington* tour, a U.S. based member tour that takes a deep dive into Washington, D.C.
- Plan and confirm additional briefings or special events for the trips, such as embassy visits, visits with an NGO, or other political and economic briefings
- Participates in industry networking/educational meetings including, but not limited to leading Council tours each year, participating in familiarization tours, and attending conferences
- Supervises the administrative work for the travel department, including, but not limited to pre and post tour correspondence with travelers, processing reservations, invoicing, database management, etc.
- Provides excellent customer service to travelers, prospects, partners and vendors

- Manages relationships with Tour Operators and vendor partners including, but not limited to executing contracts, tour selection, and overall logistics
- Holds presentations, promotions and shares marketing materials showcasing the Travel program throughout the World Affairs Council of America system
- Works to maintain relationships with Councils from across the country, including but not limited to selecting leaders for Council tours, managing other Councils lists and marketing efforts by other Councils

Qualifications

- 5-7 years of professional experience in travel services management. Experience in the luxury travel services and/or educational tour market strong preferred.
- High level customer service experience required.
- Bachelor's Degree or equivalent experience in related field strongly preferred
- Track record of successfully managing key stakeholders and business-to-business relationships with partners and vendors
- Experience and comfort with Customer Relationship Management (CRM) systems
- Proficient with Microsoft Office 365

Skills & Attributes

- Ability to manage multiple events, programs, and projects simultaneously
- Excellent oral communication, professional writing, and proofreading skills
- Innovative problem-solving skills
- Ability to meticulously budget and track expenses and revenue
- Ability to understand big picture priorities while simultaneously working with small details
- Thoughtful negotiation skills and ability to develop successful partnerships
- Diligent attention to detail and strong organizational habits
- Capable of working independently and as a part of a small and highly collaborative team
- Availability for weekend and/or evening work, as well as the ability to travel as required

Compensation & Benefits

- The salary range for this position is \$55,000 - \$65,000 commensurate with experience.
- The World Affairs Council offers a competitive benefits package that includes:
 - Health Insurance
 - 403b Retirement Plan
 - Generous paid time off
 - High-flex hybrid work environment including remote work and a Center City office
 - Supportive work and family benefits
 - Professional development opportunities
 - Fully paid international travel
 - Participation in and access to world class speakers including authors, heads of state, elected officials, activists and leaders and events is a key opportunity for all staff.
 - This position is classified as exempt according to the Fair Labor Standards Act.

Additional Details

- Proof of COVID-19 Vaccination required by date of hire. Individuals may apply to be considered or an exemption.
- The World Affairs Council of Philadelphia is committed to the principles of Equal Employment Opportunity. Accordingly, the Council will provide equal opportunity to all persons without regard to race, color, ethnicity, sex, sexual orientation, age, gender identity, religion, national origin, ancestry, disability, marital status, familial status, genetic information, domestic / sexual violence victim status, pregnancy, veteran status, use of guide or support animal because of blindness, deafness, or physical handicap, and/or any other status protected by applicable federal, state, or local laws. This policy applies to all areas of employment, layoff, compensation, benefits, and all other conditions, terms and privileges of employment in accordance with federal, state and local laws. The Council strives to employ and promote the best-qualified person for each job and, in doing so, will comply will all legal requirements.

About the World Affairs Council of Philadelphia

The World Affairs Council of Philadelphia (the Council) — recently merged with Citizen Diplomacy International — is the Philadelphia region’s largest and oldest international affairs nonprofit with a combined 130 years of expertise in connecting Philadelphia to the world. The Council is a nonpartisan, nonprofit that curates speaker programs, professional development, youth education, and public diplomacy. The Council hosts global delegations and travels the world reaching more than 125 countries annually. Through authentic people-to-people diplomacy and exchange of ideas, the Council advances Philadelphia’s understanding of the world by creating the next generation of global citizens and furthering Philadelphia’s position as an international hub for business, education, culture, and sub-national diplomacy.

To Apply:

Please submit your resume and cover letter to careers@wacphila.org. Please include the name of the position in the subject line. Incomplete applications will not be considered. We are unable to accept phone inquiries related to employment.