



International Program Coordinator

Company Overview:

Travel changes lives. At ACIS, we believe passionately in the ability of educational travel to open minds, teach tolerance and prepare the next generation of global citizens. Since 1978, we've guided teachers and students on over a half million unforgettable tours. Our commitment to changing lives one by one has made ACIS the most respected name in educational travel.

We're looking for people who share this belief to help us grow our educational travel business. This role is ideal for someone who wants to pursue a career within educational travel and has a keen interest in sales and customer experience. The successful candidate will be provided with comprehensive training to build up their knowledge of the role and provide them with the skills and confidence to undertake the full range of job duties and responsibilities outlined below.

Job Summary:

In the International Program Coordinator role, you will help us grow our business by helping build our sales pipeline, support our existing client base and their travelers. You'll use your resourceful, personable, and intelligent approach to provide exceptional customer support throughout all stages of the trip planning process. If you are obsessed with exploring the world, are highly organized, excel at engaging with new customers with a confident approach to talking to people on the phone, this position is for you.

All work situations considered: fully remote, hybrid, or office based (Boston Seaport area). Base salary plus excellent benefits and uncapped commission potential. Overseas travel is part of the training program that includes a sales mentor and a projected timeline for having your own sales territory. Learn about all aspects of educational travel, work within a fun and lively team and spend your days talking with educators about the destinations you love!

What You'll Be Doing:

- Provide excellent customer service to Group Leaders and their passengers via phone, email and online chat.
- Utilize sales software tools, video campaigns and email campaigns to nurture prospects to the point of sale.
- Work directly with Sales to nurture new and existing clients.
- Manage contact database and marketing automation system.

Required Education, Training, Knowledge and Experience:

- Experience in a client facing sales or customer service environment.
- Strong communication skills and understanding of how to identify customer needs.

- Adept in using Microsoft Office applications.
- Internet and research savvy using online resources.
- Confident in using the phone to speak with Group Leaders and their passengers.
- Outgoing, positive, resilient, friendly, and supportive of your colleagues.
- Excellent writing skills, with a creative approach to writing engaging email copy.

Core Skills, Competencies, and Characteristics:

- Highly organized and self-motivated.
- Creative, self-aware, an outside-of-the-box thinker able to execute initiatives.
- High levels of empathy and integrity when engaging with customers.
- Willingness to accept and contribute new ideas and adapt to a rapidly changing environment.
- Must have the ability to manage multiple tasks efficiently.
- The ability to work independently and within a team while exercising judgment and initiative.

Extra Credit Qualifications:

Overseas travel experience in Europe, Latin America and Asia.

Proven track record of achieving measurable goals in a sales environment.

Proficiency/fluency in a second language.

Experience using Microsoft Dynamics or other CRM programs.