

# TRAVELER SUPPORT SPECIALIST

## ACIS EDUCATIONAL TOURS

**Boston, MA**

***Member of Travel Operations Team***

### **Your Role**

As a Traveler Support Specialist, you will be the voice of the company to parents and students who are traveling or considering traveling on an ACIS Educational Tour. Apply your resourceful, personable, and intelligent approach to communicating the logistics and details of these life changing programs. This is a fast paced, entry-level role and is a great opportunity to develop skills such as multi-tasking, problem solving skills and learn top-rated customer service.

You will play a key role in supporting families and collaborating with your colleagues throughout the USA and abroad. You will work with the operations team to get the group's details finalized and ready to travel overseas.

You will receive training and on-the-job to help you thrive in your new role.

### **You Are**

- You are positive and confident
- You are highly organized, self-motivated and able to multi-task
- You are a polished communicator
- You want to be part of a mission driven company that believes that "travel changes lives"
- You strive for excellence in all you do

### **Extra Credit Qualifications**

- Overseas travel experience in Europe, Latin America or Asia
- Experience in the service industry
- Bilingual

### **What we offer**

- **Company Culture.** We are proud of our open and supportive company culture
- **Travel.** We offer travel benefits and international travel opportunities
- **Work/life balance.** Benefits include four weeks paid vacation time to start, sick and holiday pay, 50% company match on your 401(k) up to 6%, through Fidelity, Employer paid Life and LTD insurance, excellent health/dental (80% employer paid) and much more!

**Company Overview:**

ACIS organizes rewarding educational group travel abroad. We are a company that strongly believes in the knowledge and experience of our employees to help drive our continued growth.

ACIS Educational Tours are built on a passionate belief that travel changes lives. Since 1978, we've guided teachers and students on over a half million unforgettable tours. By traveling on an ACIS tour, students gain insight not just from seeing famous places, but also from observing life in and around them. Our commitment to changing lives one by one has made ACIS the most respected name in educational travel.

If this position is of interest to you, please email a cover letter and resume to: [hr@acis.com](mailto:hr@acis.com).