



Tour Consultant

Classification: Exempt
Reports to: Director – Kaleidoscope Adventures
Date: November 2023

JOB DESCRIPTION

Summary/Objective

The Tour Consultant is responsible for planning and implementing sales, both short and long range, targeted toward existing and new markets within their assigned territory.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Tour Consultant

1. Actively prospects and gathers new business according to company goals.
2. Researches and prepares client proposals within the standards and procedures of the company to ensure quality control and service excellence.
3. Consistently uses Group Travel Odyssey in accordance with company policy.
4. Achieves satisfactory profit margins and market share in relation to preset standards.
5. Tracks marketing results from all clients with which they engage.
6. Evaluates client feedback, competitors, and socioeconomic factors and adjusts sales strategy to meet changing market and competitive conditions.
7. Establishes and maintains relationships with industry influencers, key strategic partners, and potential clients to grow your client base.
8. Meets with key clients and is able to quickly establish trust. Good at creating and maintaining long term relationships along with negotiating and closing deals.
9. Reviews and analyzes personal sales performance against programs, quotes, and plans to determine effectiveness and makes adjustments to achieve success. Must have an open mind willing to accept coaching and guidance.

Quality Control

1. Maintains consistent company image throughout all client facing documents including proposals, rooming lists, conferences and trade shows, and all verbal and electronic sales communication.
2. Represents company at conferences and conventions to promote product.
3. Participates in ongoing sales skills, destination, and Group Travel Odyssey training.
4. Works with the operations manager to ensure trip materials are accurate and ready to deliver to clients and tour directors two weeks prior to departure.

Culture & Company

1. Communicates consistently with other company departments to ensure standard process is followed and efficient, effective communication is achieved.



Kaleidoscope Adventures®

2. Establishes positive and productive working relationships; able to generate trust, ability, and willingness to give and receive honest, balanced feedback.
3. Demonstrates competence and character that inspires trust.
4. Fosters a culture that values critical thinking and problem solving, and encourages constructive feedback, engagement, inclusion, and diversity at all levels.

Competencies

1. Business Acumen.
2. Communication Proficiency.
3. Customer/Client Focus.
4. Leadership.
5. Presentation Skills.
6. Problem Solving/Analysis.
7. Results Driven.
8. Strategic Thinking.
9. Technical Capacity.
10. Stress Management/Composure.

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, and standard office software. This job qualifies for a hybrid work and a remote work model based upon the company policies.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk and listen. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms and requires the ability to occasionally lift office products and supplies up to 20 pounds.

Position Type and Expected Hours of Work

This is a full-time position, and hours of work and days are a standard eight-hour day, Monday through Friday. Occasional evening and weekend work is necessary.

Travel

Travel is primarily local during the business day, although some out-of-the-area and overnight travel may be expected.

Required Education and Experience

Bachelor's degree in sales, marketing or business administration or equivalent number of years of experience. Prior experience in the travel industry preferred.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of



Kaleidoscope Adventures®

activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.