

# MARKETING, SALES & CLIENT RELATIONS FOR EUROPE TOUR OPERATOR

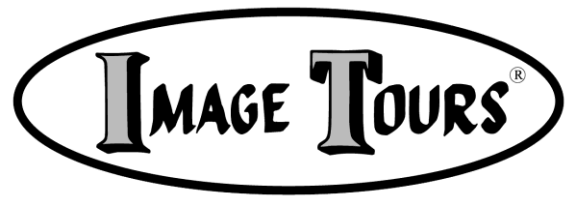


Image Tours Inc., an operator of European tours, offers career opportunities utilizing a combination of marketing, sales through superior customer service, and client relations. On-the-job training provided. Full time positions may specialize in one area or combine responsibilities from two or more areas listed on this page. Inquiries for part-time hours will be taken under consideration.

## **BUSINESS TO BUSINESS CLIENT RELATIONS WITH TRAVEL AGENTS:**

Manage and service travel agent accounts in all phases of the 12 to 18 month sales process, including initial contact, determining client needs, and continually monitoring each account. The objective is to build a list of active travel agents promoting our tours and maximize the number of travelers booked by those travel agents. Includes attending out-of-state trade shows a few times a year and holding informational webinar/zoom meetings.

**MARKETING:** Assist in preparing promotional materials. Involves trainable graphic design, website management, Facebook posts, excel spreadsheet projects, and managing promotional campaign activity. Knowledge of the following is helpful but not required as on-the-job training is provided: Dream Weaver, HTML, Excel, Photoshop or any graphics program.

**BUSINESS TO BUSINESS CUSTOMER SERVICE:** Assist and service travel agents nationwide who call about reservations for escorted tours of Europe. Inform/train new agents on best practices for promoting and servicing Image Tours. Act as primary contact and support for agencies promoting groups of 16+. Provide ongoing support to travel agents with marketing and specialized reservations questions.

**INDIVIDUAL CLIENT RELATIONS:** Assist individuals with inquiries by mail, phone and email regarding escorted tours, including answering tour questions, researching destinations, fulfilling brochure requests, processing reservations, and providing trip preparation materials.

**TEAM SUPPORT:** Support reservations, air, accounting and tour planning departments on various projects as needed. May also contribute to writing, proofing and editing of documents, brochures and promotional materials.

**REQUIREMENTS:** Image Tours is particularly interested in candidates with a BA degree or four+ years full time job experience. Travel experience in Europe and proficiency in a second language is helpful but not required. The successful candidate will demonstrate the following skills/qualities:

- Comfortable working with computer applications including some familiarity with Excel
- Able to work independently and also contribute positively to a team environment
- On-time, dependable, organized, self-manages, and tracks personal progress
- Proficient in multi-tasking, problem solving, attention to detail, and accuracy
- Capable of researching, mapping out travel itineraries, and managing a budget
- Comfortable with a diverse group of customers
- Presents ideas in an effective manner over the phone, in person or in writing

Interested applicants may email a resume and cover letter to: [support1@imagetours.com](mailto:support1@imagetours.com)

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