

## **JOB DESCRIPTION**

### **Account Manager, Trip Operations**

<b>Department:</b> Trip Operations	<b>Travel:</b> 10%
<b>Location:</b> Naperville, IL	<b>Reports To:</b> Director of Trip Operations
<b>FLSA Status:</b> Exempt	<b>Version Date:</b> August 2018

#### **Summary:**

Work collaboratively within the Trip Operations team to effectively administrate the planning and execution of Passages trips to Israel. The Account Manager will empower Points of Contact at partner schools and organizations to recruit and prepare students for the Passages program, as well as manage logistics during the trip. Other duties may include providing administrative support to the Director of Trip Operations, maintain relationships with external travel partners, managing strategic initiative recruitment and assist with logistics training for fellows, senior fellows and faculty during Leadership Retreats.

#### **Job Duties and Responsibilities:**

- Groups will be assigned to the Account Manager for the purpose of account management, equipping and supporting the Points of Contact at schools and organizations through the pre-trip process.
- Manage the application process by leading 1-2 Application Coordinator Interns and making final approval of Passages participants for assigned schools.
- Collaborate with travel agency (Traveland) and Israel tour operators (Authentic Israel) to accommodate special requests such as feeder flights, approved flight deviations and specialized itineraries for special initiatives.
- Support Israeli ground operators & fellows in logistical troubleshooting during the Israel trip.
- Staff at least one trip to Israel per year.

#### **Qualifications/Skills:**

- Bachelor's Degree or commensurate experience
- Team player - ability to work collaboratively with a team in a fast-paced environment
- Personal commitment to the biblical roots of the Christian faith and modern Israel, with a passion for connecting Christian college students with the same
- Sharp, proven administrative and communication skills
- Proficient with Microsoft, iOS, and other mobile/desktop technologies.
- High level of attention to detail, combined with business process/bigger picture orientation
- Trouble-shooting and problem-solving skills
- Ability to cultivate and maintain professional relationships with external partners

- Ability to relocate to Passages office in Naperville, IL
- Ability to travel domestically and internationally to Israel

The disclaimers below should be included with all job descriptions.

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*This job description is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and Passages reserves the right to change this job description and/or assign tasks for the employee to perform, as deemed appropriate.*

*In accordance with federal, state and local law, Passages provides equal employment opportunities (EEOs) to all employees without regard to race, color, religion, sex (including sexual orientation or gender identity), national origin, age, disability, pregnancy, childbirth or related medical conditions, citizenship status, service member status, genetic information or any other category protected by law. Passages also affords EEOs to all employees defined by characteristics protected under company policy. In addition to federal law and company policy requirements, Passages complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has employees. This EEO policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.*