

JOB DESCRIPTION

Account Manager, Trip Operations

Department: Trip Operations

Location: Naperville, IL

FLSA Status: Exempt

Reports To: Associate Director of

Account Management

Version Date: February 2020

Summary:

The Account Manager in Trip Operations manages the pre-trip journey of Points of Contact at partner schools, empowering and informing POCs in realms of recruitment and logistics for the Israel trip. In addition, the Account Manager engages with the participant journey by reviewing applications and assisting students in their pre-trip logistics preparation. Other duties may include providing administrative support to the Trip Operations team and projects as assigned.

Job Duties and Responsibilities:

- Equip and support assigned Points of Contact at schools and organizations through the pre-trip recruitment process by hosting orientations and one-on-one calls, supervising recruitment timelines, and providing registration updates.
- Manage the application process for assigned partners by vetting applicants, making the final approval, and answering student questions regarding the application and trip.
- Collaborate with Passages' External Partnerships team to finalize group rosters, flight deviations, and specialized itineraries.
- Serve as consultant to Senior Fellows, Trip Staff, and Guides as it relates to the culture of assigned partners.

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 internationally to Israel.
- Passages program alumnus preferred.

To apply please submit your cover letter and resume to breton@passagesisrael.org

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.

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