



JOB DESCRIPTION

TITLE: Tours Coordinator

DEPARTMENT: Bellingham Senior Activity Center (BSAC)

REPORTS TO: BSAC Director

AREA OF ASSIGNMENT: BSAC

STATUS: Part Time, Non-Exempt 6 month contract with option to extend.

SCHEDULE: 20 hours per week M-F *9am-1pm or 10am-2pm*

PROBATIONARY PERIOD: 90 days after hire

SALARY/WAGE RANGE: DOE/DOQ

SUMMARY OF POSITION:

This position markets commission based day tours, overnight excursions and extended trips with outside, reputable tour/travel companies. Works directly with tour & travel companies to coordinate program. Works closely with Bellingham Senior Activity Center (BSAC) staff and volunteers to ensure a successful program. Offers social, educational and recreational experiences through travel and activities in BSAC related to travel.

DUTIES AND RESPONSIBILITIES:

Marketing

- Promote travel and tour opportunities to BSAC members.
- Coordinate flow of information between tour/travel companies and BSAC.
- Update tours bulletin board regularly with flyers provided by tour/travel companies.
- Attend monthly meetings of appropriate BSAC groups such as new member orientation.
- Spend a minimum of two hours daily outside of office in BSAC promoting travel program to BSAC members and guests.
- Plan & present monthly tour presentations for BSAC members and guests to market upcoming trips.
- Work with BSAC program coordinator to schedule reader board to promote trips.

Coordination

- Responsible for a self-sustaining tours program by offering commission based trips through reputable tour & travel companies.
 - Negotiates Memorandums of Understanding including commissions with tour/travel companies.
 - Ensures all needed trip information is available from outside companies for promotion within BSAC.
 - Ensures that sufficient tours are sold to keep the program self-sustainable. Currently self-sustaining means generating a minimum of \$2,200 commissions each month.
- Coordinate with local tour/travel companies to offer day trip sign-ups at BSAC.
 - All Bellaire Tour & Adventure Trips will be offered.
- Coordinate with tour/travel companies to offer sign-ups at BSAC for extended trips.
- Meet via phone or in person with travel/tour companies as needed to:

- Understand current tour offerings and options.
- Suggest tour/trip locations.
- Renegotiate commission.
- Provide feedback.
- Communicate all trip sign-ups and contact information to tour/travel companies daily or as needed.
- Assist with roommate matching for extended trips.
- Lead quarterly travel committee meetings with current travelers and travel partners.

Programing

- Host all travel/tour related programs and presentations in BSAC.
 - Welcome & introduce presenter.
 - Set-up and clean-up of space.
 - Highlight upcoming trips and makes flyers available to attendees.
 - Assist BSAC Program Coordinator with planning programs and speakers.
- Work closely with BSAC Program Coordinator to plan local “field trips”
 - Partner with WTA & Bellingham attractions
 - Promote trips to participants

Safety of Participants

- Work with only reputable, licensed and insured tour/travel companies with whom contracts/MOUs are on file.
- Ensure necessary information on activity level or hazards is available for participants.

Budgeting and Financial

- Manage controllable costs to keep program profitable.
- Monitor monthly financial reports to ensure the financial solvency of the program.
- Ensure payments are made on time.
- Ensure all records are kept up to date.

Other Duties

- Oversee volunteers as needed.
- Foster a sense of community between travel participants.
- Maintain records and office supplies.
- Comply with WCOA Personnel Policies and procedures.
- Other job duties may be required at the request of the BSAC Director.

MINIMUM QUALIFICATIONS & EXPERIENCE:

- At minimum, two years post-high school education.
- Minimum 2 years experience in trip and/or tour planning or other program management equivalent.
- Experience working with older adults preferred.
- Demonstrated competency in Microsoft Office software programs, including but not limited to Excel, PowerPoint, Outlook, and Word.
- Comfortable using AV equipment and setting up presentations.
- Knowledge and experience with general office equipment, including copiers, printers & computers.
- Basic first aid and CPR required within six (6) months of employment and maintain throughout employment.

WORKING CONDITIONS:

- Requires the ability to maintain calm under pressure of deadlines and often conflicting needs of program clients.
- Requires the ability to inspire and connect with a diverse population of potential travelers.

- ❑ Requires the ability to work closely with staff and volunteers not under the direct supervision of the Tour Program Coordinator.
- ❑ Works in an office, meeting room, or recreational facility setting. Sits or stands for long periods.. May work in areas with exposure to blood borne pathogens and environmental allergens. Possibility of exposure to hostile and offensive language from the public. Uses appropriate safety equipment and follows established work safety policies, practices and procedures.
- ❑ Must be able to lift or move up to 30 pounds.

The statements contained herein reflect general details as necessary to describe the principal functions of the job, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered and all inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas cover absences or relief, to equalize peak periods or otherwise to balance the workload. It is the policy of the Whatcom Council on Aging to not discriminate in services and employment. The WCCOA complies with Section 504 of the Rehabilitation Act of 1973 and Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act of 1990.

To Apply Submit resume & cover letter to:

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Please no phone calls