
POSITION: Tour Manager, North America
DEPARTMENT: Sales & Tour Management
REPORTS TO: Director of VLG
LOCATION: Mexico City, Mexico

PRINCIPAL RESPONSIBILITIES:

The Tour Manager will be responsible for all areas of the setup of Up with People tours in North America, primarily Mexico and Canada. This position works directly with sponsors, Promotion Representatives (PRs) and cast staff to accomplish a successful outcome for all constituencies. This includes all pre, current and post activities of a city setup. The position requires a highly organized and focused individual with excellent promotional, communication & logistical skills.

SPECIFIC DUTIES INCLUDE BUT ARE NOT LIMITED TO:

- Collaborate with the Sales Manager and PRs to achieve promotional success of tours that take place in the region including sponsor contract fulfillment, revenue goals, community engagement, cast program;
- Interface with the Admissions Staff to identify and cultivate relationships to increase participant recruitment;
- Develop a plan to prepare each scheduled city in the tour to maximize sponsorship income/ticket sales, admissions opportunities and a balanced and diverse cast experience;
- Work with the point person and other tour managers on the hiring process of PR staff;
- Support the overall process of PR rotation, including: PR training, visa considerations, and flights;
- Confirm the PR team's and Cast Staff housing, local transportation and office when necessary;
- Manage advance activities once city has been selected and contracted, including supervision of the Promotion Staff, venue relations, media relations and ticket sales goals;
- Book appointments with schools, media, service clubs, etc. for the advance teams;
- Work in cooperation with the Marketing Department to develop and print all marketing related collateral;
- Visit cities and sponsors when determined necessary prior to the cast arrival in each city;
- Support training, motivation & evaluation of the Promotion Staff;
- Debrief with Sponsor after each tour city and send thank you letters and sponsor gift;
- Manage and track all city and Promotion Staff expenses.
- Schedule city-to-city travel for Promotion Staff and Cast;
- Other duties as required.

REQUIRED SKILLS/EXPERIENCE:

- Bachelor's degree, preferably in communications, public relations, or non-profit management; or related professional experience.
- Strong organizational skills with the ability to manage many complex tasks at once;
- Excellent oral and written communication skills;
- Fluent in English and Spanish;
- Demonstrated leadership and the ability to deal effectively and sensitively with diverse populations and the general public;
- Astute management skills and the ability to foster a collaborative and cooperative team environment;

- Proven ability to meet deadlines and deliver on business agreements;
- Ability and willingness to travel;
- Proficient computer skills including knowledge of Microsoft Office, Adobe InDesign, and social media.

To apply, submit cover letter and résumé to: employment@upwithpeople.org

Up with People is an Equal Opportunity Employer