

Senior Trip Planner

MIR Corporation

We Are:

The MIR world centers around serving travelers with a thirst for less traveled and emerging destinations. For the past 35 years, the team at MIR has drawn on profound connections in the locales at the crossroads of Europe, Asia, and the Middle East to curate and spearhead immersive experiences for just such travelers. We're driven by a conviction that international travel can bridge divides and be a force for peace (in fact our name means 'peace' in Russian and Ukrainian languages). It is our privilege to pave a path for transformative travel between East and West by connecting fellow explorers with the people and places in the less-explored destinations we serve – whether from Albania to Azerbaijan, Serbia to Saudi Arabia, Iran to Iraq, or Tibet to Turkmenistan.

We are on the hunt for senior travel planners. Here's a breakdown of the qualities and skills we're seeking:

1. **Customer Experience Enthusiast:** You're passionate about the complete customer journey, ensuring that each interaction, from the first inquiry to post-trip feedback, is handled with care.
2. **Concierge Mindset:** Whether it's engaging with potential customers or addressing post-booking concerns, your communication style prioritizes the guest in every interaction.
3. **Travel Advocate:** You're passionate about travel, and it shows when you engage with customers, crafting their perfect experiences, and managing complex logistics behind the scenes.
4. **Tech-savvy Organizer:** You're adept at navigating databases and cloud platforms, ensuring that every guest's unique needs are tracked and managed.
5. **Quick and Accurate Insight Expertise:** You recognize the power of prompt and precise information, leveraging it to enhance customer conversion and loyalty.
6. **Communication Expert:** With excellent phone etiquette, grammar, and proficient computer skills, you're able to craft accurate communications tailored for guests and team members alike.
7. **Remote Collaboration Pro:** Despite geographical distances, you're skilled at seamlessly collaborating with a globally distributed team.

Your Qualifications:

1. **Seasoned Customer Service Professional:** Minimum of 4 years in customer service within the travel or hospitality sector, paired with a proactive “Yes, we can” mindset.
2. **Embracing Lifelong Learning:** Four-Year University or Masters’ degree preferred, but not required.
3. **Expert Communicator:** Friendly and approachable, with great listening abilities and excellent writing and verbal communication skills. Calm and courteous, skilled at managing tricky situations with guests.

4. **Cross-Cultural Collaborator:** Skilled at interfacing with diverse, multi-national teams across various functions.
5. **Team Player in Dynamic Settings:** Ability to thrive and contribute in a fluid and collaborative remote office workspace.
6. **All About the Details:** Really good at keeping things in order and not missing the small stuff.
7. **An Adaptable Go-Getter:** Always a step ahead and quick to take action. Can handle the hustle and roll with the punches with flexibility and humility.

What You'll Do:

Join the MIR Team that orchestrates, markets, curates, and delivers our travel experiences at the crossroads of Europe, Asia, and the Middle East. Your fundamental role revolves around being the go-to liaison for our travelers, addressing their queries and needs after they've made their booking and through to their return. You will take ownership of your assigned trips, ensuring their success by mastering the itinerary and overseeing the program's content and logistics. Your role also involves supporting and driving sales, managing the entire spectrum of ground and air operations for the tour, and acting as a liaison with the Tour Managers who escort our group tours. You will play a pivotal role in keeping our internal destination know-how updated and pertinent to our travelers and their adventures. The Senior Trip Planner will directly supervise Trip Planning Assistant(s) to fulfill these goals.

Who You Are:

- A world traveler and an integral contributor to the MIR guest journey and operational aspects drawn from firsthand experience in MIR's destinations.
- Approachable and attentive, boasting top-tier written and verbal communication abilities, with a guest-first orientation.
- Committed to offering a premium guest interaction that mirrors our in-journey experience.
- Prompt in addressing guest inquiries, both before, during, and after their trips.
- The primary touchpoint for travelers, overseeing their end-to-end communications.
- Collaborative by nature, and a stickler for data accuracy, able to work closely with Trip Planning Assistants to validate that traveler data is comprehensive and up to date.
- Driven and resourceful, always a step ahead, and able to find solutions.
- Calm and courteous, adept at navigating challenging traveler scenarios with grace.
- Methodical and detail-oriented, ensuring nothing slips through the cracks.
- Thrives in a dynamic, constantly evolving setting.

- Familiar with Mac OS, Microsoft office, Google Workspace. Knowledge of Filemaker (Claris) database, Pages, and WordPress a plus.
- Not only delivers outstanding results but is also a joy to collaborate with.

If you are interested:

Please **send your resume AND a cover letter** to: jobs@mircorp.com The cover letter is an opportunity to tell us more about you, where you've traveled, and why you're the perfect fit. Resumes without a cover letter will not be considered.

We're searching for someone who seeks a fast-paced learning environment, and who wants the chance to help travelers explore a special corner of the globe. We offer a competitive salary, benefits including health (medical, dental, vision) insurance, paid holidays and vacation, and SIMPLE IRA with company match. This is currently a fully remote opportunity that may involve travel to Seattle, MIR HQ on occasion, and may involve travel to MIR's destinations.