

Panama Jobs Expertini®

Traveler Support Manager

[Apply Now](#)

Company: EF Education First

Location: Panama City

Category: other-general

EF Educational Tours' Customer Service Team (we call it the Traveler Support Team) is looking for the next member of our management team. This leadership role will offer you the chance to use strategic and people management skills, working within a critical department in our fast-growing business. The Role

Join us at EF Educational Tours, a division of EF Education First, as we revolutionize the educational travel industry and transform students into the next generation of global citizens. The Traveler Support Team handles all aspects of the customer life cycle by providing our travelers and their families with information from initial tour enrollment, to preparing for departure, right up to the tour itself. As a Team Manager, you will be an influential member of the management team focused on creating a beautiful customer experience for our travelers. In this position, you will play a critical role in supporting our department in staff management, customer experience, and generation of incremental business revenue. This management role will offer you the opportunity to build on your previous customer-facing success, directly coach and guide a team of 10+ staff members based in Panama City, and further develop skills that help drive the strategy and direction of the department. You must be self-motivated, detail-oriented, driven by metrics, eager to identify opportunities to improve the holistic customer experience as well as internal efficiencies, and committed to the continuous development of staff.**Who you are**

You are passionate about providing a beautiful Customer Experience

You are committed to developing & motivating staff

You embody a positive “nothing is impossible” attitude

You’re passionate about understanding many pieces of a business through the customer lens

You’re self-motivated and can work at a fast pace in a consistently changing environment.

You are a natural problem solver and can easily identify process improvements to drive efficiency

Key Responsibilities

Work with the other members of the Traveler Support management team to lead a department of 60+ customer-facing staff, across our offices in Boston, Denver, Austin and Panama City

Direct management of ~10+ direct reports with responsibility for their success in both sales and service

Develop and improve our strategies around effective post-enrollment sales and engaging our customers in the best way possible

Drive a variety of initiatives around collection of customer information and details needed for a successful tour departure

Work with all levels of management throughout the business to keep Traveler Support an integrated department and offer the customer perspective in a variety of areas to drive future volume growth, along with customer satisfaction

Connect with customers to resolve escalated issues and work with staff to troubleshoot complicated pre- and on-tour situations.

Demonstrated Abilities:

Motivating those around you to achieve measurable results

Strong analytical skills and Excel proficiency

Excellent organizational skills and ability to manage many priorities simultaneously

Success managing difficult customer situations

Requirements

3+ years in a role providing excellent service to customers, suppliers or internal stakeholders

At least 2 years of staff mentorship/leadership or management experience, or relevant experience

Spanish and English fluency

A strong desire to provide a beautiful customer experience and drive departmental sales initiatives.

Excellent verbal and written communication strategies

Benefits and staff perks

Hybrid Model - Up to two days working from home per week.

Health and life insurance to all our staff*

Network and growth opportunities

Parking facilities

Seasonal and monthly office events including Holiday parties, Summer Party and Happy hours.

*Effective after probation period

EF Product Discounts

STEP Program – Get an experiential travel opportunity in order to know more about our product from the travelers' perspective.

Office Exchange Program

Yearly tuition reimbursement up to 1500usd

Additionally the EF Panama office will be moving to a new location in Costa del Este by the end of 2024, the office will include many amenities such as gym, collaboration spaces and much more!

[Apply Now](#)

Cross References and Citations:

1. **Traveler Support Manager Srilankajobs Jobs Panama City Srilankajobs ↗**
2. **Traveler Support Manager Portugaljobs Jobs Panama City Portugaljobs ↗**
3. **Traveler Support Manager Javajobs Jobs Panama City Javajobs ↗**
4. **Traveler Support Manager Gurujobs Jobs Panama City Gurujobs ↗**
5. **Traveler Support Manager Switzerlandjobs Jobs Panama City Switzerlandjobs ↗**
6. **Traveler Support Manager Newsmediajobs Jobs Panama City Newsmediajobs ↗**
7. **Traveler Support Manager Bahrainjobs Jobs Panama City Bahrainjobs ↗**
8. **Traveler Support Manager Searchukjobs Jobs Panama City Searchukjobs ↗**
9. **Traveler Support Manager Federaljobs Jobs Panama City Federaljobs ↗**
10. **Traveler Support Manager Studyjobs Jobs Panama City Studyjobs ↗**
11. **Traveler Support Manager Searchcanadajobs Jobs Panama City Searchcanadajobs ↗**
12. **Traveler Support Manager Veterinaryjobs Jobs Panama City Veterinaryjobs ↗**
13. **Traveler Support Manager Bangladeshjobs Jobs Panama City Bangladeshjobs ↗**
14. **Traveler Support Manager Minejobs Jobs Panama City Minejobs ↗**
15. **Traveler Support Manager Usajobsfinder Jobs Panama City Usajobsfinder ↗**
16. **Traveler Support Manager Visualcontentcareeropportunities Jobs Panama City Visualcontentcareeropportunities ↗**
17. **Traveler Support Manager Findremotejobs Jobs Panama City Findremotejobs ↗**
18. **Traveler Support Manager Agilejobsnearme Jobs Panama City Agilejobsnearme ↗**
19. **Traveler support manager Jobs Panama city ↗**
20. **AMP Version of Traveler support manager ↗**
21. **Traveler support manager Panama city Jobs ↗**
22. **Traveler support manager Jobs Panama city ↗**
23. **Traveler support manager Job Search ↗**
24. **Traveler support manager Search ↗**
25. **Traveler support manager Find Jobs ↗**

Source: <https://pa.expertini.com/jobs/job/traveler-support-manager-panama-city-ef-education-first-1370e41c28/>

Generated on: 2024-05-03 by Expertini.Com