

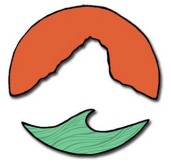
Itinerary Trip Design Specialist - Remote

Job Description

Part Time 10 to 20 hours per week

About Us

Moterra
Campervans



Moterra is a luxury campervan rental company. The core of our mission revolves around facilitating outdoor experiences in our all inclusive, Mercedes campervans. We pair our impeccably maintained vehicles with engaging, high touch customer service to create a seamless travel experience, which allows our clients the opportunity to effortlessly connect both with the wild spaces they came to enjoy and the loved ones they came to enjoy it with. We are lucky to have an amazing crew that is innovative, motivated, and creative. Located at the gateways to some of the most beautiful landscapes throughout the west, we pride ourselves on our holistic approach to business, with a focus on unparalleled customer service and a thriving company culture with opportunities for career development.. Learn more below.

[Instagram](#) | [GoMoterra.com](#) | [Google Reviews](#)

Job Responsibilities

Itinerary Writing-

- Thorough engagement with your itinerary clients to provide high-touch customer service, trip design and booking management.
- Initiating contact with Itinerary clients within 48 hours of the itinerary being assigned to you.
- Execute on all deliverables (First client call and itinerary introduction, creation of itinerary overview, client review and feedback call, full itinerary buildout, securing all campsite reservations & activities, co-ordinating printing and mailing of the itinerary, pre-trip follow up, and co-ordinating Welcome Packs for your clients) within the established timeline.
- Work within the Itinerary Department to improve and create new Itinerary templates on TripCreator within your designated region(s).
- Being available and responsive to provide pre-trip assistance to our guests.
- Working closely with Regional Rental Operations and the Customer Service Teams to accurately document/communicate pre-trip requests, last minute reservations changes, and specific itinerary details to provide on trip assistance.
- Work with the Itinerary Team to continue to identify and improve new and existing itinerary offerings.
- Continued focus on improving the quality of the itinerary product and service.
- Participate in a weekly department-based call to discuss best practices, itinerary updates and client feedback.

Also, #startup life. We all wear many hats. This role is likely to provide exposure to other parts of Moterra's rapidly growing business from time to time.

Qualifications

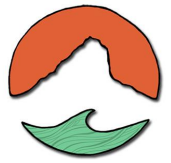
What we're looking for:

- Past experience in high end customer service and or a service industry role
- Experience in trip design and travel planning, preferred.

Moterra Campervans is committed to diversity and inclusion. We seek enthusiastic applicants from all backgrounds to join our team, and we encourage our employees to bring their authentic, original, and best selves to work.

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- Enthusiastic and warm demeanor when communicating with clients, sub contractors, and teammates
- Strong verbal and written communication including exceptional grammar and spelling.
- The ability to quickly and accurately convey ideas, directions, and alternative travel options in writing
- Regional knowledge of one or more Moterra Destinations/Hubs, with a passion for the outdoors.
- A willingness to become an expert in regions you're less familiar with.
- Energetic personality that allows you to problem solve quickly and work in a high-volume customer focused environment
- Attention to detail and ability to stay organized when coordinating multiple itineraries and reservations
- Long term orientation and ability to work independently.

Compensation & Benefits:

Remote Employment: Part Time Position

- You will be expected to work 10 to 20 hours per week. No specific schedule but is required to be responsive to guest and internal communications.

Wages:

- Training Wage **\$18 per hour**, plus **\$1000 " hiring/training bonus"**, paid out after 90 days of employment
- Hourly Wage **\$23-\$27 per hour**, depending on experience

Bonuses & Benefits: *(More bonus details provided during interview process)*

- Trip Designers will receive both **Writing Completion** and **Trip Completion Bonuses** paid out quarterly for each itinerary worked on.
- **Seasonal Bonus:** Trip Designers will also receive an additional seasonal bonus paid out on November 15th, pending achievement of department goals and performance.
- Partial reimbursements for cell phone, internet, and home office supplies for remote workers
- 1 complementary van night + miles for each month worked (pending availability) and access to our "Friends & Family Rate"
- Being part of a rapidly growing outdoor travel company with opportunities for growth

Apply Today

If you're excited about playing a central role in facilitating experiences for customers which lead to five-star reviews like those we've received on [Google](#) and [Trip Advisor](#), we'd love to hear from you!

Please email cam@gomoterra.com with "**Trip Design Specialist**" in the subject line, attaching your resume, and answering the following two questions:

- What excites you most about the role?
- What's your favorite memory of time spent outdoors? Regardless of whether it was in your neighborhood or a faraway destination, we're curious what makes it stick out to you.

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