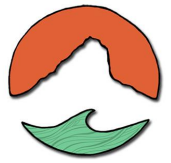


# Itinerary Trip Design Specialist - Remote

## Job Description

Moterra  
Campervans



## About Us

Moterra is a luxury campervan rental company. Our mission is all about facilitating outdoor experiences in our all-inclusive, Mercedes Sprinter 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 Planning and 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

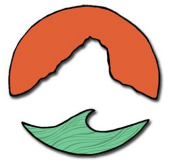
### What we're looking for:

- 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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- Regional knowledge of one or more Moterra Destinations/Hubs, with a passion for the outdoors.
  - **Yellowstone and Grand Teton National Park**
  - **Glacier National Park**
  - **Canadian Rockies (Banff and Lake Louise)**
- 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
- 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 set schedule but will be required to be responsive to guest and internal communications. More hours may be available based on availability, past experience, and trip specific demand.

#### Wages:

- **\$34-\$38/hour** total compensation depending on experience, with a starting hourly wage of \$23-\$27 plus bonuses, including the following:

#### Bonuses:

- **Writing Completion and Trip Completion Bonuses** paid out quarterly for each Itinerary the Trip Specialist writes and successfully leads through the trip planning process. *Full details will be shared with relevant candidates.*
- **Annual Bonus:** Writers will receive an additional seasonal management bonus on or before January 15th of the current calendar year, for their successful contribution to the itinerary process and accomplishment of department goals. *Full details will be shared with relevant candidates.*

#### Benefits:

- Partial reimbursements for cell phone and internet bills for remote workers
- 1 complementary van night + miles for each month worked (Pending availability) and access to our "Friends & Family Rate" outside of peak season and as available.
- Being part of a rapidly growing outdoor travel company with opportunities for growth

### Apply Today

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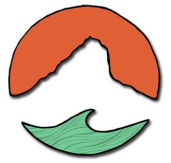
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If you're excited about playing a central role in facilitating experiences for customers which lead to five-star reviews like those we've received on [Google](#) and [Trip Advisor](#), we'd love to hear from you! Please email us at [careers@gomoterra.com](mailto:careers@gomoterra.com) with "Trip Design Specialist" in the subject line, attaching your resume, and answering the following three 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.
- Which Moterra Region do you have the most experience in?

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