

# Tour Planner for Miles of Smiles Tours

Progressive Travel has an opening for a Tour Planner. This position falls under our Miles of Smiles tours that we operate for people that are cognitively challenged.

We have been doing tours for cognitively challenged adults since the mid 1990's. The tours range in length from one-day tours to multiple-day tours that may include flights. The Tour Planner position we have available will be heavily involved in all aspects of these tours. The obvious part of this job, as the title would indicate, is planning the tours. This involves identifying destinations for the various length tours and then putting together the itinerary with the attractions, restaurants and hotels. Working with the various vendors, pricing the tour, and then establishing the final itinerary used to execute the tour are the next steps that the Tour Planner will do. Being highly organized, having the ability to work on multiple projects simultaneously and a team player are just a few of the characteristics required for this portion of the job duties.

Marketing the tours is also part of this job. After the tours are put together, a tour calendar is established to market the tours to our clients. Creativity is necessary for the creation of the tour calendar as well as the ability to use the various computer programs that are part of the process.

Once the tours are publicized, the clients (or their caregivers) will contact us to sign up for the tours. The ability to work well with the clients and their caregivers is critical to this position. Part of this process is documenting payments, sending invoices as well as handling all the forms used for each client. These forms include what we call the 3M's: money, medication, and meals. Many cognitively challenged adults that travel with us have medications that must be taken at the correct times. The clients often have dietary concerns and must have assistance with handling their money. The Tour Planner position is involved with all aspects of taking care of the clients' needs before they depart on the tour. It goes without saying that this is also a critical part of this position. Overseeing the care of each client prior to the departure of the tour is necessary to ensure that their travel experience is not only enjoyable but safe. As previously stated, being highly organized, working well with people that have cognitive challenges and handling money (tracking money down to the last penny!) is crucial for this portion of the job. The bottom line: the smallest details count.

The Tour Planner position is also involved in the operation of each tour. That means assigning the tour chaperones for the clients. Our tour chaperones will have between one to four clients assigned to them while on the tour. The chaperones for the Miles of Smiles tours are volunteers, which means they are not paid. However, all their travel expenses are paid including meals, attractions and hotels. The Tour Planner must know the chaperones and who is best suited for longer or shorter tours as well as the skill set of each chaperone. For this portion of the job, the ability to work well with people and understand their strengths and weaknesses is important.

This is a basic overview of the Tour Planner position for Miles of Smiles tours. There are other aspects of this position as well, but listed above are the key components. No two days are the same with this position. If you are a person that wants a great deal of variety in your job duties, this may be a very good fit for you. Previous experience working with cognitively challenged adults is mandatory. Contact us if you would like to further discuss this position. 715-659-4391.