



Travel Sales Manager Job Description

AdventureWomen is seeking an experienced, people-first Travel Sales Manager to lead and inspire our sales team while helping more women experience the confidence, connection, and joy that come from traveling together. This role blends leadership, strategy, and hands-on selling.

You'll oversee daily sales operations, mentor a high-performing team, refine processes, and partner cross-functionally to drive enrollment across our global adventure portfolio.

AdventureWomen is a boutique, relationship-focused company. If you're drawn to work that's personal, collaborative, and genuinely invested in the people around you — guests and colleagues alike — you'll feel at home here.

Your Mission (Should You Choose to Accept It):

- **Team Leadership & Coaching**
 - Manage, mentor, and motivate a growing team of travel sales specialists
 - Conduct regular 1:1 coaching sessions focused on conversion skills, consultative selling, and guest experience
 - Monitor pipeline activity and help team members strategize next steps for travelers
 - Foster a positive, collaborative, and accountability-driven team culture
 - Onboard and train new sales team members
- **Sales Strategy & Performance**
 - Own enrollment targets and forecast sales performance
 - Analyze conversion data, trends, and traveler behavior to refine outreach strategies
 - Develop call, email, and follow-up frameworks that improve conversion while maintaining a warm, personalized approach
 - Partner with Marketing on campaigns, virtual events, and lead-nurturing initiatives
 - Coordinate with Operations on inventory and waitlist management
 - Identify opportunities to re-engage past travelers and increase repeat bookings
- **Guest Experience & Selling**
 - Personally manage a select pipeline of high-value travelers
 - Guide prospective guests through trip selection and decision-making

- Resolve complex traveler concerns with empathy and confidence
- Ensure every interaction reflects the AdventureWomen brand voice
- **Systems & Operations**
 - Maintain CRM integrity and follow best practices for task management and lead tracking
 - Improve workflow efficiency and automation within the sales process
 - Collaborate with other departments to ensure seamless handoff after booking
- **Emergency Phone Coverage**
 - Cover 4-8 weeks each year as the after-hours point person, helping travelers navigate the unexpected and keeping adventures running smoothly

What You Bring to the Team:

- A proven knack for customer service, sales, or operations (3+ years' experience preferred).
- Proven track record of meeting or exceeding sales targets.
- Experience managing or mentoring a team.
- Stellar communication skills that shine whether you're writing, chatting on the phone, or collaborating with the team.
- Confidence and charm to engage potential travelers over the phone.
- Familiarity with a CRM (HubSpot, Salesforce, etc) and an eagerness to learn and utilize AI tools.
- Organizational wizardry and the ability to juggle multiple tasks while staying cool under pressure, adapting to shifting priorities and deadlines as needed.
- A true love for adventure and travel (personal experience preferred).
- A degree from a 4-year university or associate's program (preferred).
- Skills in MS Teams, Outlook, and database systems are a plus!

Why AdventureWomen?

Because we're all about empowering women to explore the world, fostering connections, and making every workday a little more fun. If this sounds like the kind of adventure you're ready to take on, we'd love to hear from you!

Please send your cover letter and resume to Emily Vaden: emily@adventurewomen.com. Resumes without a cover letter will not be considered. No calls please.

Reports to: Director of Sales

Location: Hybrid – Watertown, MA (three days/week in office; mandatory in-office Tuesdays)

Type: Full-time

Salary: \$70,000 - \$80,000 annually. This role is base salary only, with no individual sales commission structure.

Bonus Opportunities: You'll share directly in the company's success through our equitable profit-sharing program, available to every employee.

Benefits include:

401(k) • Health insurance • Flexible schedule • Parental leave • 3 weeks of paid vacation in the first year, 4 weeks after one year • 12 paid holidays + birthday off • Travel perks & discounts • Pet-friendly office

AdventureWomen is an equal opportunity employer. We are committed to building a diverse and inclusive team and welcome applications from all qualified candidates regardless of race, color, religion, sex, national origin, age, disability, genetic information, veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by applicable federal, state, or local law.