

We want you.

Groups & Incentives Specialist

New World Travel, Inc. (Miami, FL Office) is looking for a motivated and experienced **Groups & Incentives Specialist** with good knowledge of the German and English language. Hybrid / Remote work possible.

We are a successful Receptive Tour Operator, a subsidiary of DER Touristik Germany, which is one of the largest Tour Operators in Germany. New World Travel is specializing in travel arrangements in the United States and Canada. We have extensive experience operating innovative, high-quality programs and offering a diverse and comprehensive palette of products for groups and individual travelers. You will work in an international team with people who are passionate, innovative and high performing team players, who are enthusiastic about the travel industry.

New World Travel offers a comprehensive benefit structure (i.e. health insurance, 401(k) retirement plan, FSA, flex time and paid time off).

Essential Duties (not limited to):

- Handle requests from international, mainly German clientele for incentives, special events, conventions and over the road groups.
- Prepare and calculate quotes with strong focus on customer needs.
- Design sales oriented and detailed travel itineraries.
- Research local vendors, such as hotels, bus companies and restaurants, negotiate prices and suggest best ideas to meet client requests.
- Coordinate with other NWT offices when quotes/confirmed tours overlap into other regions.
- Coordinate tour guide briefing by providing information, itinerary, rooming list to assist the guide in helping make the tour run smoothly.
- Provide excellent customer service to key accounts during their stay in the USA.
- Handle pre-payments, correct and timely invoicing.
- Handle P&L, update monthly budget sheet with all cancelled and accepted tours.
- Organize and participate in site inspection of hotels, restaurants, boats and other venues.

YOU enjoy designing and customizing travel itineraries with a strong focus on customer needs.

YOU have solid communication skills, preferably in German and English.

YOU are accustomed to travel related reservation systems and Microsoft Office.

YOU have at least 2 years of experience in the travel/event industry, or in a similar field.

YOU are able to work under pressure and with very tight deadlines.

YOU are flexible and able to work independently and/or in a team setting.

Starting salary: \$50k - \$60k per year

Are you interested in this position?

Please send us your resume in English.

Contact: janine.geisel@newworldtravel.com