

# Job Title: Tour Operator

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## **Company Overview**

Experience Jordan is a branch of Guiding Star Ltd, which has been running tours in the region for over 50 years. It is developing several new brands out of the Amman office and is looking to recruit a team to assist with growing the business.

Experience Jordan is one of the new brands. Focused on developing a range of new tourism related day trips and tours in Jordan, with a specific emphasis on authentic experiences, hiking /cycling and adventure tourism.

[www.experiencejordan.com](http://www.experiencejordan.com)

## **Position: Tour Operator**

The position is an office-based job, creating new tour itineraries for customers, and interacting with customers and international tour operators to manage the communication and arrangements for tours.

This position is open to those with tourism experience, or new graduates keen to learn and apply themselves to a new career. Training would be given on the job, with opportunity to grow and develop within the company. The ideal candidate would be intelligent, excellent attention to detail and looking for an opportunity to develop a career within an exciting company.

## **Responsibilities**

- Responding to customer enquiries about tours (on the phone and in writing)
- Producing costs for customized tours
- Booking external service providers – drivers, hotels and guides.
- Being the primary point of contact with customers when they are in Jordan, which means being on call to deal with issues outside normal office hours.
- Assist with business development and creating new trips and tour itineraries.
- Develop custom tours in response to customer enquiries
- Help to create new tours to increase our portfolio of tours
- This is a new business, and staff will be expected to be flexible and help out with anything else that needs doing to get a new business up and running.

## **Competencies (Required)**

Excellent written and spoken English

Attention to detail is critical

Good with figures

Proficient in Word and Excel

Good customer service skills

## **Competencies (Desirable)**

Good awareness of tourist sites in Jordan

Interest in outdoors

Tourism background

Good spoken Arabic

If you are interested, please go to this link and follow the instructions:

<http://experiencejordan.com/wp-content/uploads/2016/11/Tour-Operator-Assessment.pdf>