

Type: Full-time
Level: Mid-level
Position: Manager, Group Travel
Department: Group Travel Operations

Overview:

HMI Performance Incentives has an exciting leadership opportunity in the Group Travel Department for an exceptional individual with a passion for the incentive travel industry. We are looking for an experienced manager for the Group Travel Department, someone who loves a challenge and who is not afraid to be tested. This is an excellent growth opportunity for the right candidate to learn the business and become a part of the HMI leadership team.

Company Description

HMI Performance Incentives is a leading full-service performance improvement company located in Metro Boston. For 37 years HMI has focused on providing exceptional business solutions by executing channel loyalty, sales incentives, employee engagement, and group travel strategies. HMI's customized approach includes a comprehensive and robust solutions platform, data driven reporting and analytics, creative communication campaigns, and personalized program management to help companies drive engagement, increase sales, and generate profit. Founded in 1980, HMI continues to expand its global presence, offering tactical performance incentive solutions in over 80 countries worldwide.

Position Description/Responsibilities

The Manager, Group Travel Operations is responsible for all facets of the Group Travel department including setting direction for the department, client proposal development, managing of incentive travel programs, working with sales team and other department heads, as well as day to day operations. This manager will report to the President of HMI.

This position will be responsible for the following:

- Managing the Group Travel team and the team of Trip Directors
- Manage budgets and profitability for each program
- Support the HMI sales team and participate in client proposal development
- Liaise with client contacts and manage billings
- Communicate with internal teams, sales, marketing and accounting
- Manage relationships with hotels, DMC's and other vendors
- Travel on-site with programs as required

Qualifications:

- Minimum of 5 years' experience in incentive group travel, meetings and event management as well as managing a team.
- Experience managing group programs on-site and destination knowledge
- Understand the nuances of group air transportation
- Sincere desire/passion for travel industry and learning group travel business
- Proficient with technology, Microsoft Office and Excel. Desire to expand technical acumen
- Experience with budgets and financial reporting
- Exceptional communication, organization and time management skills – ability to manage multiple projects at onetime, strong attention to detail, excellent interpersonal skills
- Professionalism both in behavior and appearance, ability to interface with people of all backgrounds
- Bachelor's Degree required



Additional Information:

- Upon request, applicants will need to provide 3 professional references.
- No third party applications.
- No Relocation

