



- HEAD OF ADVENTURE DESIGN & EXPERIENCE JOB DESCRIPTION -

Stoke Broker is a cause-driven adventure travel company that designs and delivers peak adventures around the world. Stoke Broker trips are personalized, authentic, unique and life-defining. One of the world's first cause corporations, Stoke Broker is wholly owned by First Descents – a nonprofit that provides life-changing outdoor adventures for young adults impacted by cancer and other serious health conditions.

Reporting to the Head of Operations, the Head of Adventure Design & Experience must be able to articulate Stoke Broker's value proposition with existing/prospective clients and partners. The position requires strong attention to detail, trip execution, account management, business development, and communication skills. The ability to manage internal staff, grow and develop existing clients, and strengthen Stoke Broker's sales pipeline is essential to success.

This is a remote position based in the US.

PRIMARY RESPONSIBILITIES:

- Build close relationships with clients to support their bespoke adventure travel plans, with exceptional customer service and attention to detail at the forefront
- Identify and support business development opportunities for clients working in close coordination Stoke Broker's sales team
- Manage day-to-day operations of Adventure Operations Specialist(s) and Trip Manager(s)
- Manage all aspects of trip management, including but not limited to:
 - Trip profit & loss
 - Client acceptance of trip itineraries and budgets
 - Pricing from all trip operators and operating budgets in accordance with Stoke Broker's target margins
 - Invoicing and payment processing with clients and to vendors
 - Deliverables (e.g., itineraries) to guests and ensure that they adhere to Stoke Broker standards.
 - Change requests, ensuring all parties are informed of the impacts on schedule & budget
 - Trip closeouts, including finances and post-trip evaluation to identify successful and unsuccessful elements from all perspectives
- Grow of Stoke Broker's trusted network of outfitters, destination management companies (DMCs) and guides through daily operations, ongoing research, and attendance at industry events
- Build alliances and partnerships with other organizations who desire to create impact through outdoor adventure
- Develop and maintain sales materials for Stoke Broker's brand and trip offerings
- Coordinate and manage communication with guests and vendors



- Maintain CRM (Salesforce) to manage clients, vendors, and all necessary trip details
- Develop and maintain trip / itinerary database with contacts, budget line items, and descriptions

OTHER DUTIES:

- Be active with trade associations and current with market research / current trends
- Participate in overall business strategy, planning, and reporting
- Participate in the planning and implementation of special initiatives (e.g., Impact Adventures)
- Other duties as assigned

REQUIREMENTS, QUALIFICATIONS, AND EXPECTATIONS:

- Prior leadership experience as a travel and/or hospitality industry professional
- Experience developing and overseeing trip plans and experiences
- Experience developing and managing budgets
- Proven experience in project management
- Ability to manage staff and collaborate with internal and external resources
- Strong attention to detail
- Ability to travel domestically, abroad, and to remote locations up to 50% of the time for business development and on-site trip coordination (ability to obtain valid passport required)
- Ability to engage in physical activities including, but not limited to, climbing, biking, hiking overland, and paddling

COMPENSATION & BENEFITS:

- Salary range of \$80,000-\$110,000 commensurate with experience and qualifications; annual bonus based on performance
- Stoke Broker provides excellent benefits to all full-time employees including: Competitive health, dental, and vision insurance, unlimited PTO, and remote work flexibility

APPLY:

To apply, send your resume and cover letter to hr@stokebroker.com with the subject line: Head of Adventure Design & Experience.

Stoke Broker is an equal opportunity employer. All aspects of employment including the decision to hire, promote, discipline, or discharge, will be based on merit, competence, performance, and business needs. We do not discriminate on the basis of race, color, religion, marital status, age, national origin, ancestry, physical or mental disability, medical condition, pregnancy, genetic information, gender, sexual orientation, gender identity or expression, veteran status, or any other status protected under federal, state, or local law.