



Program Manager - Level I

Job Title: Program Manager - Level I

Job Site: Remote in Colorado (preference for those within one hour of Fort Collins)

Reports to: Program Director

Salary: \$24-\$27/hour, DOE

Employment Term: Full-time, non-exempt

Employment Start: December 2025

About AGC:

For over 25 years, Adventures in Good Company (AGC) has been leading the way in small-group, active travel experiences designed exclusively for women. Our mission is to inspire, empower, and build a vibrant community through expertly guided adventures across the globe. From the Appalachian Trail to Patagonia, our trips combine wonder and wellness, culture and connection, and a deep respect for people and place. We're committed to professionalism, integrity, and delivering exceptional experiences that help women see the world — and themselves — in new ways.

Position Overview:

Program Managers are the operational heart of AGC — ensuring every trip reflects our commitment to women-led adventure, connection, and care. You'll manage logistics, budgets, and communication across your portfolio of departures, ensuring our travelers feel supported from registration through return home. Each Program Manager is assigned a portfolio based on their experience, with a Level I consistently managing a portfolio of *15–25 departures annually*.

Key Accountabilities:

- Develop, operate, and maintain a portfolio of trips to the highest possible standards — ensuring accuracy, quality, and alignment with AGC's mission and values.
- Manage all trip logistics and reservations, including lodging, activities, meals, and transportation, while overseeing budgets, pricing, and vendor contracts.
- Serve as the main point of contact for travelers in your portfolio, providing exceptional customer service through timely, accurate, and consistent communication.
- Create and maintain pre-trip materials (packing lists, summaries, pre-departure letters) and ensure all trip content in AGC's CRM and website is engaging and up-to-date.
- Build and maintain strong relationships with guides, operators, and suppliers; ensure all parties are well-prepared with trip details and expectations.
- Monitor trip performance, sales, and inventory, making recommendations to add or release rooms and reservations as needed.
- Track and reconcile trip financials, review invoices, and conduct post-trip analyses to evaluate cost performance and identify opportunities for improvement.
- Act as an escalation point for issues, offering solutions and support during departures.
- Review traveler evaluations and feedback to inform trip enhancements and uphold AGC's quality standards.
- Collaborate across teams — especially Sales & Marketing — to share trip updates, address traveler needs, and support promotions and campaigns.
- Participate in occasional travel for trip familiarization or support, and contribute to new trip development by researching destinations and assessing demand.
- Step in where needed — small businesses thrive on flexibility, teamwork, and a willingness to help out as needed.

ADVENTURES

in good company

What to Expect in Your First 6 Months:

- Complete onboarding and systems training (Peak15, HubSpot, Asana, G Suite).
- Shadow experienced Program Managers to understand trip lifecycles, from planning through post-trip closeouts.
- Take ownership of a small portfolio of trips within your first 60 days, focusing on organization, communication, and accuracy.
- Build relationships with guides, outfitters, and partners to understand AGC's expectations for service and quality.
- Contribute to operational improvements by identifying efficiencies or solutions that make trip planning smoother for everyone.
- By the six-month mark, you'll confidently manage a portfolio of 15-25 departures and represent AGC's brand of thoughtful, worry-free adventure with professionalism and care.

Skills & Qualifications:

- 1–3 years of relevant experience in project management, operations, logistics, or customer service — ideally in the travel, outdoor, or hospitality industry
- Bachelor's degree preferred, or equivalent combination of education and hands-on experience
- Proven ability to manage details accurately and meet deadlines in a fast-paced, team-oriented environment
- Strong customer service orientation, with the ability to anticipate needs, solve problems proactively, and communicate clearly
- Highly organized and detail-oriented, able to balance multiple priorities and timelines
- Self-starter with the ability to work independently and exercise good judgment, paired with a genuine commitment to collaboration and teamwork
- Strong computer and systems skills; comfortable learning and navigating multiple platforms
- Experience with G-Suite; familiarity with CRM software, Asana, or HubSpot a plus
- Adaptable, solutions-oriented, and optimistic — eager to learn and grow within a mission-driven, women-led adventure travel company that values teamwork, growth, and embracing the adventure
- Interest in travel and the outdoors; familiarity with adventure activities or destinations preferred

Compensation, Schedule & Benefits:

This is a full-time, non-exempt position and the compensation range is \$24–27/hour, DOE. Placement within this range will be based on experience, qualifications, and portfolio scope. The schedule is generally Monday–Friday, 8 a.m.–5 p.m. Mountain Time, with occasional evening or weekend work during peak travel seasons. Benefits include: Paid Time Off (PTO), sick leave, and 13 paid holidays, medical, dental, and vision coverage, company-paid life insurance, SIMPLE IRA retirement plan with company match, access to select pro deals, opportunity to join one AGC trip per year as part of the total rewards package (after 12 months of employment).

Work Environment & Physical Demands:

This position is primarily in a clerical, office setting and this role routinely uses standard office equipment including, but not limited to computers and telephones, with some travel and evening and weekend work required.

The above statements are not intended to encompass all functions and qualifications of the position. Rather, they are intended to provide a general framework of the requirements of the position. Job incumbents may be required to perform other functions not specifically addressed in this description. AGC is an equal opportunity employer.