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## Community Lead, North America

Currently the ATTA is seeking a dynamic new team member to take on the role of Community Lead for North America-based members and global travel advisor and media members. If you are passionate about the power of travel to be a force for good in the world; you love working with diverse people across many cultures and lived experiences; and you can independently juggle multiple projects and tasks in a remote working environment, this may be the perfect position for you.

### Community Lead Role

Members are the backbone of the ATTA and Community Leads act as advocates for their members, by listening to their needs, recognizing trends and patterns and communicating these to the rest of the organization. The Community Leads are the first point of contact for potential new members, while also working with existing members, building relationships, and providing education and information about member benefits to increase member satisfaction and ensure higher member renewal rates. Community Leads also help with regionally specific communications, events and special projects.

### What you'll do

- This position will be the main point of contact for all ATTA members based in North America, in addition to travel advisor members and media members globally.
- Member communications: email and video calls with prospective members and existing members. This requires a thorough understanding of ATTA membership types, event types, websites and products.
- Building relationships with industry colleagues, members, partners, and outside organizations, acting as a representative of the ATTA, conveying a professional, inclusive, positive image, and attitude
- Working in our CRM to create new accounts, make updates, renew members, run reports, etc.
- Working with regional ATTA Ambassadors on virtual and in-person networking events



- Working with Community Director to create an inclusive, supportive, and diverse membership that creates relationships across the community in North America and globally
- Researching, writing and providing content for newsletters
- Special Projects as needed for Community Director or ATTA related to membership needs

### **Who you are**

- Able to work 40 hours per week independently and remotely
- Self-starter who works independently, with little supervision
- Organized with the ability to manage multiple projects simultaneously
- A strong communicator, verbally and in writing in English
- Friendly and outgoing with strong relationship skills
- Pays close attention to details
- Proficient with technology
- Willing to travel occasionally

### **Desired Experience**

- At least 2 years experience in customer facing roles preferred
- Experience with/understanding about the adventure travel industry and/or companies within it
- Experience with Salesforce, Asana, Slack, and Google Suite is a plus, but not a requirement
- Experience working as or with tour operators, travel advisors, and/or media

### **Compensation & Relationship Structure**

- Reporting Manager: Community Director, ATTA
- This is a global friendly position with a preference to have some working hours aligned with North America friendly hours
- 40-hour per week position



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- Flexible work hours and a virtual work environment
- Paid vacation and sick days and health expense reimbursement in accordance with the ATTA's time-off policies and procedures

ATTA is committed to doing business in an environment of mutual respect and tolerance, treating each other and travelers with respect, professionalism, and conducting business with safety, honesty, and integrity. We're 100% committed to providing a harassment-free environment for everyone, regardless of gender, gender identity, race, ethnicity, religion, disability, sexual orientation, physical appearance, or other facets of personal identity.

**Please send a resumé and cover letter to ATTA Global Community Director, Mira Poling Anselmi [mira@adventuretravel.biz](mailto:mira@adventuretravel.biz)**

As an equal opportunity employer, ATTA requests that you do not include a profile picture nor an address in your application.

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### **About Adventure Travel Trade Association**

Established in 1990, the Adventure Travel Trade Association (ATTA) today is widely recognized as a vital leadership voice and partner for the adventure travel industry around the world.

### **Membership + Trade**

The membership and trade organization is designed to be a force for the industry and exists to drive thought leadership, industry promotion, and opportunities to network and convene globally to create trade and business health. It currently serves more than 1,300 member organizations in 100 countries worldwide. The constituency is made up of tour operators, tourism boards, specialty agents, and accommodations all sharing a vested interest in the sustainable development of adventure tourism.

### **Business Services + Events**

Through its growing business services division, the ATTA delivers a portfolio of strategic solutions and a robust ecosystem of events around the globe. Those events include

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+1 360.805.3131

[info@adventuretravel.biz](mailto:info@adventuretravel.biz)



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TRADE ASSOCIATION

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AdventureNEXT which focuses on regional promotion and partnerships; AdventureELEVATE a North American-based educational conference; and the premiere adventure travel global conference, the Adventure Travel World Summit. With specialized expertise in research, events, education, media, and promotion, the ATTA business service division is able to provide valuable solutions to a broad set of partners across many verticals of business.

### **Learn More about ATTA**

- [ATTA Website](#)
- [Events](#)
- [Research](#)
- [AdventureEDU](#)
- [AdventureTravelNews](#)
- [ATTA Consumer Site - Adventure.Travel](#)

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