



Earthwatch Institute
1380 Soldiers Field Rd., Suite 2700
Boston, MA 02135

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JOB DESCRIPTION

Last Update: 6 April 2022

EXPEDITION ADVISOR - SALES

Location: **Work from anywhere in United States**

Hours: **8 hours per day during Earthwatch's public hours: 9 am to 5, Mon-Fri, Eastern Time**

Position Type: **Full-time, Exempt, Salaried**

Department: **Field Research Expeditions**

Reporting to: **Director of Field Research Expeditions**

Direct Reports: **None**

Salary Grade: **D(b) 3-7**

About Earthwatch

For more than 50 years, Earthwatch has connected people from around the planet with world-class scientists to help change environmental policies, achieve critical conservation goals, and produce groundbreaking findings. We support real objective scientific fieldwork while connecting people to the environment in a personal and often profound way. Our participants contribute directly to urgent global environmental issues and have the adventure of a lifetime in the process.

Our team genuinely believes in our mission. The work we do isn't just a job; it's about ensuring a brighter future for our planet. We are passionate, committed to excellence, and supportive of one another - and we love science! Plus, we occasionally get to go out into the field to collect data and be a part of cutting-edge hands-on field science.

Position Summary

As part of a small team, Expedition Advisors serve as front-line ambassadors for the Earthwatch brand, steward existing customers, convert new leads, and develop partnerships across a broad spectrum of organizations. The goal of this position is to support our global research program by growing individual retail bookings. This includes maintaining current relationships with PTMs (past team members) and creating new ones in order to continue growing the program. This role will generate, steward, and convert new leads into sales. To achieve success, this highly motivated individual will need to create and implement effective outreach strategies and stewarding plans, work with program managers to ensure product availability, and be able to balance the needs of our customers, the researchers and the organization.

Essential Duties and Responsibilities

- Meet organizational sales targets for individual bookings through development and execution of long-term sales strategy
- Track projected number of individual participants on a quarterly basis
- Prospect leads via phone, email, and in-person at conferences/events
- Follow a process-driven approach to convert leads into sales and suggest improvements
- Manage and steward these relationships to retain repeat customers
- Deliver world class customer service for each participant throughout the sales and expedition-planning process
- Provide core phone coverage from 9 am - 5 pm EST
- Collaborate with the Communications team to create new and engaging content for prospective leads
- Assist Program Coordinators with participant preparation and forms collection
- Support Development team efforts by identifying participants with donor potential
- Work with other departments, such as Program Delivery and Finance, on various tasks to further support our customers
- Continue to refine your sales skills and techniques through professional development

Qualifications

Candidates from different professional and educational backgrounds can succeed in this role. If the statements below resonate with you, please apply!



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- 2 or more years of sales and/or account management experience with a track record of results
- An interest in environmental conservation, sustainability and/or scientific research
- Exemplary customer service, interpersonal and relationship-management skills
- Outstanding verbal, written and public speaking/presentation skills
- Innovative and creative problem-solver, always looking to unlock new opportunities
- Flexibility to respond to changing priorities and shift your schedule in order to respond to customer needs
- Excellent time management and organizational skills with ability to meet deadlines
- Detail-oriented while not losing sight of the big picture
- Strong work ethic, self-motivated, and a driven team player
- Knowledge of global travel programs
- Experience with relational databases (such as Customer Relationship Management - CRM)
- Proficiency with Microsoft Office software (Outlook, Excel, Word, PowerPoint, etc.) and Adobe Creative Suite
- Willingness and ability to work occasional weekends for travel, conferences and partner visits

Company Benefits

- 401k retirement plan with 4% employer match
- Health insurance with health reimbursement, dental insurance and flexible spending accounts
- 100% employer paid life, long term disability and accidental death & dismemberment insurance, employee assistance program, and short-term disability insurance
- Generous paid time off, paid holiday, and parental leave
- Professional development opportunities, including mentor program, internal and external training, professional development grant program, conferences and more
- Fun engagement/appreciation events

Interested applicants should submit a resume and cover letter via:

No phone calls please. Due to limited resources, we are only able to accept applicants who are already eligible to work in the United States.

Earthwatch is an equal opportunity employer. We are seeking individuals with diverse backgrounds and experiences who will contribute to a culture of collaboration, inclusion, and change-making. Opportunities are provided to all qualified candidates without regard to race, color, religion, sex, sexual orientation, gender identity or expression, marital or parental status, national or regional origin, age, disability status, military or veteran status, or any other category protected by law.

Background checks may be required for some roles, including but not limited to roles working with minors and/or with human resource, finance, or information technology responsibilities.

Physical office closure & COVID vaccinations: Due to COVID-19, Earthwatch's physical office is closed and most employees and interns are working remotely until further notice. Proof of full COVID-19 vaccination is required for: employees or interns to enter the physical office, conduct travel for Earthwatch, and/or meet in person with Earthwatch employees, interns, or other constituents.