

Company: HabanaLive

Job Title: Operations Manager

Location: Miami, with travel to Havana

Position Overview

We are looking for an operations manager to oversee all of HabanaLive's operations in Cuba, spanning client management, vendor management, accounting, and team management. This individual will be responsible for ensuring the success of our client experiences in Cuba and building strong relationships with clients, working closely with our existing partners in Cuba and proactively seeking new partners and experiences, and establishing a top tier team and culture.

Responsibilities

- Client account management: Relationship building and trouble-shooting
- Operations management: Ensure flawless execution of all aspects of a trip, including airport transfers, hotel reservations, meals, experiences, transportation, guide and more
- Transportation management: Secure necessary transportation for all accounts
- Guide management: Continuous training, pre-trip preparation, and post-trip reconciliation, and more
- Financial accounting for in-country operations
- Vendor management: Ensure high performance from partners, negotiate pricing, and maintain strong relationships that generate new ideas
- New programming and partnerships: Seek out new partners and programming ideas
- Team management: Build a team culture that inspires excellence

Qualifications

- Bachelor's degree and excellent academic record required
- Minimum of five years professional experience required
- Professional experience overseeing travel operations in Cuba required
- Fluency in Spanish and English required
- Professional experience in a start-up or fast-paced / high-growth culture is a plus
- Exceptional communication skills, both written and verbal
- Commanding leadership style, with an ability to defuse anxiety and problem solve under pressure
- Self-starter with excellent organizational skills and ability to prioritize
- Fastidious attention to detail
- Ability to work collaboratively and effectively with a decentralized, multi-cultural team
- Fluency with Microsoft applications
- A love for Cuba and sharing Cuba with visitors
- A passion for meeting and engaging with people from around the world
- A drive for perfection and tireless work ethic
- Willingness to work nights and weekends

About HabanaLive

We are Cuba aficionados, with 10+ years of experience on the island. Cuba Educational Travel, our parent company, was established by Collin Lavery in 2012. Collin, today a leading expert on Cuba and US-Cuba relations, began his career with the Center for Democracy in the Americas, bringing US Congressional delegations to Cuba and advocating on Capitol Hill.

From CET's platform, we launched Havana Strategies in 2015, to offer business advisory services to companies such as Airbnb, Google, and Cummins who saw opportunity to enter the Cuban market after President Obama initiated a process to normalize relations between the US and Cuba in 2014.

In 2017, we established HabanaLive, to cater to the specialized production and service requirements of Meeting, Incentive, Conference, and Event (MICE) travel and high-end leisure clients. We have had the privilege of producing experiences for the Harvard Advanced Leadership Institute, Shark Week, Castlight Health, Summit Series, the Young Presidents' Organization, and countless family & friends' trips. Our partners include Ovation Travel, ProTravel, Altour, 6 Degrees, Enterprise Events Group, Plan A Travel, and many more.

Today, the combined CET and HabanaLive brings 5000+ travelers per year to Cuba. Through our deep network of relationships in Cuba, we are able to provide our clients with access to the country's top artists, academics, tastemakers, and cultural icons. Our experiences span family trips, VIP travel, student groups, trade & policy delegations, retreats, and large-scale events for Fortune 500 companies.