

Junior Collaboration & Engagement Specialist

Core Responsibility

To support operational coordination and strengthen collaboration with Destination Management Companies and tourism partners while ensuring smooth processing and documentation.

Key Responsibilities

- Serve as the primary point of coordination for Destination Management Companies.
- Process and track DMC vouchers and maintain accurate operational records.
- Provide timely updates and communication to DMC partners.
- Support knowledge sharing and training sessions for DMC partners.
- Assist with stakeholder coordination at key locations such as Ceylon Tea Museum and plantation sector partners.
- Work closely with trail operations teams to support logistics and partner coordination.
- Support partnerships with hotels, Regional Plantation Companies, and other tourism stakeholders.
- Contribute to strengthening reseller networks and collaborative frameworks.
- Maintain structured documentation for partner engagements and operational processes.
- Assist in monitoring and improving operational efficiency.

Key Deliverables

- Accurate and up to date DMC voucher processing and tracking system.
- Monthly report on DMC activity and partner interactions.
- Updated stakeholder and partner database.
- Documentation of knowledge sharing sessions and partner workshops.
- Operational coordination reports for key engagements.
- Contribution to partner collaboration frameworks and process improvements.
- Regular communication logs with DMCs and partners.
- Performance insights on reseller network developments.