

# Heritage Tour Coordinator

*The Park Adoption Community Center | Full-Time | Centennial, CO*

---

**Job Title:** Heritage Tour Specialist (Full-Time)

**Salary Range:** [\$40,000 – \$43,000], commensurate with experience

**Location:** Centennial, CO (On-site, with potential for remote flexibility)

**Supervised By:** Heritage Tour Manager

## Organization Background

---

The Park Adoption Community Center, established in 2019, is the post-adoption arm of CCAI (Cherish Children Adoption International), a 501(c)(3) nonprofit and licensed child placement agency in Colorado, Florida, Georgia, Texas, and Wyoming. CCAI exists to find loving and permanent homes for abandoned and orphaned children, to offer humanitarian assistance to orphans around the world, and to provide lifelong cultural, educational, and emotional support for adopted individuals and their families. Founded in 1992, CCAI is one of the world's leading international adoption agencies and has helped more than 13,400 children find forever families across all fifty U.S. states and fifteen countries.

CCAI believes that the finalization of adoption is just the beginning of an agency's responsibility to adoptees and their families. The Park Adoption Community Center provides proactive, relevant, and consistent support to adoptees of all ages and their families. Through community programming, heritage travel, educational resources, and peer connection, The Park empowers adoptees to explore their identities, maintain meaningful ties to their birth heritage, and thrive throughout every stage of their lives.

Since 2011, CCAI has been the largest provider of group heritage tours to China for adoptees and their families, serving thousands of travelers seeking to connect with their birth culture and country of origin. The Heritage Tours program became part of The Park in 2021 and continues to grow.

## Position Overview

---

The Park is seeking a detail-oriented, traveler-focused Heritage Tour Specialist to support the planning, coordination, and execution of our Heritage Tours program. Working alongside the Heritage Tour Manager, the part-time Heritage Tour Specialist, and our in-China coordinator, this role supports every phase of the tour lifecycle — from registration and pre-trip preparation through on-tour communication and post-trip follow-up.

The ideal candidate is passionate about serving the adoptee community, highly organized, an excellent communicator, and comfortable managing logistics, traveler relationships, and digital tools. Some evening or weekend availability is required during tour periods and for time-zone-driven correspondence with China. Domestic travel may be required occasionally; international travel is not a regular requirement of the role but may be available based on program needs.

## Qualifications

---

### ***Required***

- BA/BS required; degree in Hospitality, Communications, Nonprofit Management, Asian Studies, or a related field is a plus
- Minimum 2 years of professional/clerical experience; background in travel coordination, customer service, nonprofit program administration, or adoption-related work preferred
- Strong organizational and project management skills with the ability to manage multiple priorities simultaneously
- Excellent written and verbal communication skills; strong interpersonal skills with the ability to build relationships with adoptees, families, and partners
- Comfort navigating digital platforms to communicate with traveler families, manage registrations, and maintain accurate records
- Proficiency with Microsoft 365 and Google Drive; willingness to learn CRM/database tools and traveler-facing applications
- Empathy, cultural sensitivity, and a genuine passion for supporting adoptees in their heritage journeys
- Belief in adoption and family permanency work

### ***Preferred***

- Lived experience as an adoptee, or personal connection to adoption community
- Familiarity with Chinese culture, history, or language; Mandarin language ability is a plus but not required
- Experience working with vendors or partners abroad, particularly across time zones
- Interest in pursuing travel industry credentials (e.g., IATA/IATAN, The Travel Institute's Certified Travel Associate) as The Park explores expanded in-house travel capabilities; existing credentials a plus
- Familiarity with email marketing tools (e.g., Constant Contact) and design tools such as Canva or Adobe

## **Key Responsibilities**

---

### ***Tour Planning & Logistics***

- Support the planning and execution of multiple heritage tours each year, working with U.S. team members and our in-China coordinator
- Help develop and maintain tour itineraries, packing lists, and pre-departure materials
- Coordinate logistics including flights, hotel rooming, ground transportation, and special traveler requests

### ***Registration & Traveler Communications***

- Manage tour registrations, including deposits, payment tracking, and confirmation correspondence
- Respond to traveler inquiries by email, phone, and other channels in a timely, warm, and informed manner
- Communicate with traveler families throughout the trip lifecycle — from initial interest through return — providing clear, accurate information

### ***Documentation & Records***

- Maintain accurate records of traveler information, releases, medical forms, and tour documents in The Park's databases and digital file systems
- Produce traveler lists, group manifests, release forms, and travel folders for each tour
- Update training packets, traveler handbooks, and other tour materials as needed

### ***Program Support***

- Process and track tour payments and assist with related financial recordkeeping
- Support The Park's traveler-facing trip companion app — entering itinerary content, verifying details, and helping triage traveler-reported issues
- Contribute to continuous improvement of program processes, materials, and tools

### ***Team Collaboration***

- Partner closely with the Heritage Tour staff team to deliver cohesive, high-quality heritage tour experiences
- Collaborate across teams and time zones as needed; other related duties as assigned by the Heritage Tour Manager or the Executive Director

## **Benefits**

---

- Paid PTO up to 72 hours in year one, 120 hours years two through five
- Paid Sick Time up to 48 hours per year
- 401(k) retirement plan with up to 6% employer match after one-year service
- CCAI pays \$700/mo (\$8,400/yr) toward employee's medical insurance premium
- CCAI pays 50% (about \$300/yr) of employee's dental insurance premium
- CCAI pays \$25,000 life insurance for each employee
- CCAI pays Colorado's FAMILI and Medical/Sick Leave insurance
- Group life, disability and vision insurances available
- A mission-driven, inclusive team culture where your work makes a direct impact on adoptees' lives

## **Why Join The Park?**

---

- **Meaningful Work:** Be part of an organization that makes a real difference in the lives of adoptees and their families by fostering community, connection, and personal growth
- **Supportive Environment:** Join a passionate, dedicated team committed to creating a welcoming, inclusive, and empowering space for all
- **Professional Growth:** Access opportunities for professional development through training, mentorship, and hands-on experience in program coordination, team building, and community outreach, including support for pursuing industry-relevant certifications

- Collaborative Culture: Work in a collaborative environment where your ideas, contributions, and passion are valued and encouraged
- Impactful Programs: Play a key role in designing and delivering programs that address the unique needs of adoptees and support their journeys

## **How to Apply**

---

Interested candidates should submit a resume and a cover letter explaining their interest in the position and relevant experience to [heritagetours@theparkcommunity.org](mailto:heritagetours@theparkcommunity.org) by May 31, 2026.

*CCAI is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.*