

CAREER VACANCY FOR IMMEDIATE FILL:

POSITION: International Travel and Security Analyst

LOCATION: McLean, VA

Global Guardian is a leading provider of emergency medical and security solutions for corporations and individuals. Our 24/7 Operations Centers in Charlotte, NC, and McLean, VA identify, monitor, and respond to threats and emergencies with on-the-ground teams in over 100 countries. Our world-class professionals possess extensive experience in the intelligence community, military special operations, and federal law enforcement. Founded over ten years ago by a Delta Force Sergeant Major, and an Army Special Forces Colonel, we are a values-based organization that focuses on a culture of camaraderie, service, and excellence. We have managed crises in the worst environments in the world, and we know how to act fast to provide unmatched service for our clients. Global Guardian is an investor backed, high growth company that provides employees with unmatched promotion opportunities within the organization.

In this role, you will report directly to the Operations Center Director and Chief Operating Officer.

DUTIES AND RESPONSIBILITIES

The International Travel and Security Analyst will be responsible for managing client data, international travel itineraries, global beacon tracking devices, security operations requests, worldwide intelligence gathering and analysis, and assisting clients under duress traveling overseas by performing the following duties:

- ▶ Build Mission Briefs based on client's itinerary.
- ▶ Manage GPS based global tracking devices and platform.
- ▶ Coordinate and directs international security team members in support of clients under duress.
- ▶ Identify and prioritizes emergency situations as they develop internationally.
- ▶ Research, analyze and develop real-time intelligence reports based on client's itinerary.
- ▶ Respond and resolve client inquiries/issues.
- ▶ Have working knowledge of multiple GPS tracking devices and the ability to troubleshoot and resolve possible technical issues.
- ▶ Ability to communicate effectively verbally and in writing with a diverse group of people to include; CEO's, support staff, international security operators, international law enforcement and international operation centers.
- ▶ Perform typical Operations Center functions such as; responding to phone calls and emails, entering and updating client data, maintaining duty logs, updating and organizing company shared drive files and applications.
- ▶ Conduct regular client interface and account management related functions while delivering exceptional customer services.
- ▶ Perform all other related duties as assigned including but not limited to assisting with marketing efforts and the creations of intelligence products.

QUALIFICATIONS

- ▶ Excellent verbal and written communication skills to interact with large corporate clients and high net worth families and individuals.
- ▶ Must possess strong problem-solving skills and ability to work independently with minimal guidance
- ▶ Detail oriented
- ▶ Strong analytical skill set and strong presentation skills with the ability to leverage data and provide recommendations for travelers
- ▶ Experience in delivering client-focused solutions based on customer needs
- ▶ Proven ability to manage multiple projects at a time while paying strict attention to detail
- ▶ At least 1-2 years in a customer support/security environment
- ▶ Bachelor's Degree and/or military or law enforcement experience is preferred

*Global Guardian is an Equal Opportunity/
Affirmative Action Employer and an Alcohol-
and-Drug Free Workplace.*

WORK ENVIRONMENT & SCHEDULE

- ▶ This is a full-time position and candidate must be in-person.
- ▶ Work schedule is shift work with rotating nights and weekends.
- ▶ Compensation is based on experience and includes benefits and paid time off.

TO APPLY

Please send resume and brief introduction to: Careers@GlobalGuardian.com. Have references available upon request.
Please, no phone calls about this career opportunity.