



Operational Travel Staff (OTS) – Job Description

Aligned with PRA's Central Services OTS Framework
This Is a Specific Contracted 1099 Position

Position Overview

Operational Travel Staff (OTS) are senior-level onsite operational leaders deployed across PRA markets to ensure consistent, high-quality execution of programs when additional expertise, bandwidth support, or specialized operational depth is required. Functioning in a TD-level capacity, OTS take **full ownership of onsite logistics, field staff oversight, and client-facing operational delivery**, enabling Event Producers (EPs) to focus on strategic planning, client engagement, and overall program direction.

This role is on an **as-needed, program-assigned** basis, with deployment determined through Central Services (Strategic Field Operations).

Primary Responsibilities

Onsite Operational Leadership

- Serve as the TD-level operational lead for assigned programs, taking full ownership of all onsite execution elements.
- Direct and oversee movement management, logistics, transportation operations, activities, venue transitions, registration, hospitality desks, VIP handling, and all assigned operational components.
- Lead onsite field staff: conduct briefings, oversee performance, ensure policy compliance, and maintain PRA operational standards.
- Collaborate with EPs to ensure alignment between operational delivery and client expectations.
- Represent PRA with professionalism and hospitality, maintaining strong communication with EPs, market leadership, suppliers, and clients.

Field Staff Oversight & Quality Control

- Mentor and guide PRA field staff onsite, supporting performance development and reinforcing standards.
- Monitor staffing plans and ensure the right fit of guides, TD support roles, and local talent.
- Provide clear direction, coaching, and corrective action when needed.

Client, Vendor & Market Communication

- Act as a primary onsite liaison for operational logistics between EPs, clients, suppliers, and market teams.

- Provide proactive updates and real-time communication to EPs and Market Leadership, adjusting plans as required.
- Participate in all pre-cons, walkthroughs, staff meetings, and operational briefings.

Risk Management & Problem Solving

- Identify, mitigate, and manage onsite operational risks.
- Confirm emergency preparedness and execute crisis management protocols when required.
- Respond quickly to changes, challenges, and onsite contingencies with strategic problem-solving.

Documentation & Post-Program Closeout

- Document onsite notes related to staffing, supplier performance, guest experience, and operational learnings.
- Capture billing-impacting details (additional services, changes, staff hours, etc.).
- Submit a post-program recap to Central Services including lessons learned and improvement opportunities.

Pre-Program Responsibilities (Coordinated with Central Services & Market EPs)

- Participate in Central Services briefings to review scope, documentation, staffing strategies, transportation plans, and client considerations.
- Review manifests, timelines, run-of-show, supplier confirmations, venue notes, and destination-specific nuances.
- Complete assigned pre-program site visits if required.
- Collaborate with local EPs and market contacts to ensure alignment and readiness before arrival.

Skills & Qualifications

Required Experience

- Minimum 3 years of TD-level or senior onsite event operations experience.
- Proven leadership in large-scale, multi-venue, or complex operational programs (shuttles, motorcoach dispatch, VIP movements, activities, transitions).
- Experience managing field staff and working directly with clients onsite.
- Strong background in transportation, guest logistics, registration, and operational planning.

Competencies

- Excellent communication and interpersonal skills with clients, suppliers, EPs, and field staff.
- Strong decision-making abilities and calm leadership under pressure.
- Ability to adapt quickly to changing environments and deliver high-touch service consistently.
- Demonstrated professionalism consistent with PRA brand standards.
- Ability to provide high-level operational leadership while collaborating seamlessly with local EPs.



Additional Requirements

- Ability to work onsite for multi-day programs, often involving extended hours.
- Ability to travel nationwide as assigned.
- Must be eligible to work in the U.S. and able to obtain a passport if travel is required.

Summary

The OTS role delivers system-wide operational depth, leadership, and consistency across PRA markets. OTS ensure programs run flawlessly by taking ownership of onsite execution, supporting EPs, elevating field staff leadership, and maintaining PRA's high operational standards.