



Position Title: Travel Coordinator
Job Status: Part or Full-Time, Non-Exempt, On-Site
Reports Directly To: CEO

Hours: Regular working hours are Monday – Friday 9am to 5pm. Working hours may shift depending upon client and business need. Position will be required to work some evening and weekend hours for client support when needed.

Position Description:

The Travel Coordinator is responsible for managing client travel arrangements, including booking flights, cruises, and tours, verifying documentation, and maintaining client files. This role involves assisting with invoicing, handling client inquiries, and serving as the main point of contact in the Travel Advisor's absence. The ideal candidate is highly organized, detail-oriented, and skilled in customer service, with proficiency in Microsoft Office and excellent communication abilities.

Primary Duties and Responsibilities:

- Assist with input and management of client database.
- Assist with Invoicing of clients.
- Finalization of necessary documentation and proof vendor documentation.
- Research and verify pricing for cruises, tours, and other travel packages.
- Retrieve relevant trip information for clients from online resources regarding proposed bookings.
- Review and process client requests.
- Assign seats for booked flights.
- Serve as the primary point of contact for clients in the absence of the Travel Advisor.
- Confirm bookings for tours and cruises based on selections made by the Travel Advisor.
- Handle Miscellaneous Charges Orders (MCOs) and tour orders.
- Compile and review client files to ensure all necessary documentation is included (e.g., signed insurance waiver and cancellation policy form).
- Verify the accuracy of final travel documents.
- Maintain excellent client relations by managing prompt attention to telephone and e-mail inquiries.
- Demonstrate a professional attitude in all verbal and written communications with clients, vendors, and travel suppliers.
- Assist in all aspects of travel arrangement – air, hotel, car, rail, etc. – ensuring accurate information by utilizing computer reservation systems.
- Offer additional travel services, such as travel products and insurance.
- Develop strategies for a client's future travel goals, making use of long-term communication and financial planning.
- Pre-empt and/or solve any problems related to the client's planning and travel experience.
- Keep up-to-date knowledge of airline rules and regulations, current affairs, travel advisories, and destination attractions, exhibitions, weather conditions, and currency exchange rates.
- Any additional administrative duties assigned.

Qualifications:

- Associate's degree or higher.
- Some experience in a service industry

- Strong interpersonal skills with professional, courteous interaction with clients, vendors, and co-workers
- Highly organized and detail-oriented, with the ability to manage multiple projects and tasks simultaneously
- Proficient in Microsoft Office software
- Excellent written and verbal communication skills
- Expedient typing speed (preferred)
- Self-motivated with the ability to anticipate needs and be resourceful
- Task-oriented with strong multi-tasking capabilities
- High level of integrity and honesty
- Friendly and approachable, with outstanding people skills
- Aligns with company values
- Pleasant demeanor
- Excellent verbal and written communication skills
- Excellent organizational skills, including multitasking, time-management, and attention to detail
- Solid problem-solving and critical thinking skills
- Customer service skills, including an inclination to help and support others to promote customer satisfaction
- Competency in Microsoft Office Suite applications, including Teams, Excel, and Outlook

Career Path Possibilities:

- Travel Advisor
- Senior Travel Advisor