



POSITION: Affiliate and Operations Coordinator
DEPARTMENT: Affiliates Partners
POSITION REPORTS TO: Director, Affiliates Partners
LOCATION: Boston, MA

RESPONSIBILITIES:

Support Affiliate and Operations Management through administrative support, tracking and reporting of various company statistics and act as a resource for any and all questions related to the Affiliate Partner department, whether internal or external.

PARTNERSHIPS:

Affiliate Relationship Management

- Monitor trends, reports and incidents to improve Affiliate service levels
- Evaluate farm-out reservations throughout the day to ensure appropriate Affiliate utilization
- Assist with set-up of annual affiliate partners meeting
- VIP List Management
- Affiliate Help Desk reporting as requested for training and development purposes.

Operations:

- Weekly Stat Tracking for Call Center – All
- Report Card (Kathleen)
- Monday Queue Report by Agent for Leads
- Attend Ops Team Meetings upon request

General Office Support

- Maintain Affiliate filing systems
- Livery Coach data and other department data maintenance (e.g. presentation and spreadsheet development/maintenance)

REQUIREMENTS:

- Minimum two year degree
- Expertise in: Microsoft Office, especially Excel and PowerPoint
- Strong customer service/support and problem resolution skills
- Motivated, self-starter who requires little supervision
- Previous successful employment within an Administrative support position
- Ability to maintain confidences with staff and management
- Excellent communication skills, both oral and written
- Impeccable attention to detail and process
- Solid judgment skills and sense of urgency
- Experience in a fast-paced, mission-critical environment a plus

Note: CWW may modify the aforementioned job description from time to time based on the evolving needs of the organization



- Calm under pressure with a natural ability to prioritize
- Excellent multi-tasking skills
- Outstanding productivity
- Infrequent travel as requested

PHYSICAL DEMANDS:

- Primarily remains in a stationary position
- Primarily operates a computer and other small office equipment (calculator, binding machine)
- Frequently moves about inside the office to access printers, copiers, fax
- Frequently communicates, in English, with employees at all levels

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