

JOB POSTING

POSITION: Travel Coordinator (Roadshow – 2nd Shift)
DEPARTMENT: Roadshow
REPORTS TO: Manager, Roadshow Operations
LOCATION: Remote

Commonwealth Worldwide (CWW) is currently seeking a highly organized and detail-oriented individual to join our team as a Roadshow Travel Coordinator, working remotely. This position will carry out day-to-day functions of the Roadshow department as designated by management/leadership, as needed, and based on company needs.

This is a Tues-Saturday position. Hours are 3-11 p.m. or 4-midnight EST.

Responsibilities:

- Answer incoming calls promptly and professionally, adhering to our 3-ring policy
- Monitor and manage e-mail inquiries in the Road Show Inbox, ensuring accuracy and timely responses
- Execute reservation requests, changes, and cancellations in accordance with Roadshow standard operating procedures
- Utilize Livery Coach Maintenance software proficiently to manage group names and accounts with attention to detail
- Verify clients' multi-day travel itineraries for accuracy, meticulously confirming time allocation to meetings, addresses, and appropriate vehicle selection based on passenger count
- Acquaint yourself with clients' preferences and booking requirements, encompassing billing methods, confirmation preferences, and specific requests to enhance customer satisfaction
- Ensure prompt delivery of booking manifests to clients and affiliate partners, fostering seamless communication and operational efficiency
- Verbally confirm all Road Show reservations with our affiliates the day before the trip takes place (or on Fridays for trips Saturday-Monday)
- Maintain a comprehensive understanding of our service offerings, pricing structure, vehicle options, travel logistics, airport protocols, and our global affiliate network
- Document all communication with our clients and affiliate partners to ensure customer service levels are maintained and issues are resolved promptly
- Provide cross-departmental support within the Call Center and other company divisions based on company needs and/or as directed by Management, and seek a project list when daily tasks are completed
- Meet or exceed department goals by achieving key performance indicators (KPIs) related to response time, accuracy, productivity, and issue resolution

Requirements:

- Education - minimum high school diploma, GED or equivalent, some college preferred
- Proficient in Windows-based computer applications, including Microsoft Applications
- Strong customer service/support and problem resolution skills required
- Strong communication skills, both oral and written, required



- Strong attention to detail and process required
- Solid judgment skills and sense of urgency required
- Prior customer service or call center experience preferred
- Experience in a fast-paced, mission-critical environment a plus

Physical Demands:

- Primarily remains in a stationary position
- Primarily operates a computer and a calculator
- Frequently communicates, in English, with employees at all levels

Commonwealth Worldwide Transportation is an Equal Opportunity Employer