

## JOB POSTING

**POSITION:** Travel Coordinator (Roadshow – 2<sup>nd</sup> Shift)  
**DEPARTMENT:** Roadshow  
**REPORTS TO:** Manager, Roadshow Operations  
**LOCATION:** Remote

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Commonwealth Worldwide (CWW) is currently seeking a highly organized and detail-oriented US-based 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 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 a sense of urgency required
- Prior customer service or call center experience preferred
- Experience in a fast-paced, mission-critical environment is 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