

Job Description

POSITION: Travel Coordinator (Roadshow – 2nd Shift, Full Time)
REPORTS TO: Manager, Roadshow Operations
LOCATION: Remote (distraction-free workspace required)
SCHEDULE: **Tuesday-Saturday, 3-11 p.m. or 4-midnight EST.**

Commonwealth Worldwide (CWW) is a premier ground transportation provider, trusted by investment banking firms, executives, and high-profile clients to deliver exceptional service and seamless travel experiences worldwide.

As a travel coordinator, you'll be the operational backbone of our Roadshow department — managing complex, multi-day executive travel itineraries and serving as the primary point of contact for clients and our global affiliate partners. If you thrive under pressure, communicate with clarity, and believe that attention to detail matters, we would love to hear from you.

Job Responsibilities:

- Answer incoming calls promptly and professionally, adhering to our 3-ring policy
- Monitor and manage the Road Show email inbox, ensuring timely and accurate responses
- Process new reservations, changes, and cancellations using established procedures
- Review client schedules to identify and address discrepancies, tight drive times, and logistical concerns prior to travel
- Use Livery Coach Maintenance software to manage bookings, groups, and account details with accuracy
- Maintain client preferences, including billing instructions, confirmations, and special requests
- Send accurate booking manifests to clients and affiliate partners in a timely manner
- Communicate clearly with internal teams and external partners to ensure smooth trip execution
- Document all client and affiliate communications accurately in internal systems
- Meet or exceed department goals by achieving key performance indicators (KPIs) related to response time, accuracy, and productivity
- Confirm all reservations with affiliate partners prior to service (including weekend coverage procedures)
- Support other departments as needed and assist with additional tasks during downtime

Required Qualifications & Skills

- Education - minimum high school diploma, GED or equivalent, some college preferred
- Strong customer service/support and problem resolution skills required
- Strong communication skills, both oral and written, are required

- Strong attention to detail and process are required
- Solid judgment skills and a sense of urgency are required
- Must be able to maintain a professional, distraction-free workspace with minimal background noise suitable for handling calls and virtual communication.

Preferred Qualifications

- 2 years of customer service or call center experience
- Experience in a fast-paced, mission-critical environment
- Proficient in Windows-based computer applications, including Microsoft Applications

Why Join Us?

- Work in a collaborative, high-performance environment where you'll be supported by some of the most dedicated, encouraging, and team-oriented professionals in the industry
- Enjoy a culture that values both excellence and balance—we strive to deliver exceptional service while supporting a healthy work-life balance for our team
- Develop specialized expertise in executive travel logistics, roadshow coordination, and client relationship management
- Make a meaningful impact every day by supporting high-profile clients and ensuring the flawless execution of critical business travel

Commonwealth Worldwide Executive Transportation is an Equal Opportunity Employer