POSITION: Account Coordinator – Travel Operations
LOCATION: USMotivation – Atlanta, GA
REPORTS TO: Manager of Travel Operations
STATUS: Full Time/Exempt

To apply for this opportunity, please click on the link below or cut and paste it into your browser:
https://home.eease.adp.com/recruit/?id=10142921

PURPOSE OF POSITION: Under close supervision; responsible for assisting the Travel Operations Account Manager in developing and managing client programs and building client relations. Coordinating the participant enrollment process by maintaining all databases, reporting, and Internet enrollment process while providing excellent customer service to our clients to ensure they have a positive program experience.

POSTION REQUIREMENTS:
1. Provide total customer service to our clients and their participants.
   - Problem solving for participants.
2. Create and maintain program website, databases and participant enrollment.
   - Quality control air tickets and air manifests for accuracy.
3. Relay trip and/or meeting information accurately to Account Managers, participants and suppliers in a timely manner.
   - Coordinate participant air travel with air agents.
   - Manage vendor contractual guarantees.
   - Coordinate and manage client products and signage.
4. Create and produce all reports needed by client, participants, vendors, USM team and USM travel staff.
   - Create and produce all program mailings for participants and on-site travel staff.
   - Prepare and send all supplies to on-site staff.
   - Coordinate Travel staff land and air arrangements.
5. Assist and support other coordinators with their programs.
6. Other projects and duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:
- College Degree in the hospitality industry would be desirable and/or 2-3 years’ experience in the travel industry.
- A team-oriented, positive attitude is essential.
- Strong organizational, multi-tasking, and time management skills.
- Must be able to communicate effectively both orally and in writing with customers, other associates and management.
- Proven initiative and follow-through.
- Ability to prioritize and schedule tasks in fast-paced environment.
- Proficiency with the Microsoft Office Suite.
- Must be proficient in working with the Internet and comprehension of technicalities involved in the Internet registration process.
- Customer service skills.
- Ability to work flexible hours and to travel on programs.