

Coordinator - Groups

Position: Coordinator – Specialized Groups
Reports to: Supervisor - Groups
Department: Groups
Location: Head Office, Toronto, Ontario (temporarily remote)

The Opportunity

This person is responsible for superior customer service to the clients, while ensuring all sales objectives are met and efficiently processing all group reservations.

How You Will Be Spending Your Time

- Generate revenue to contribute to overall objective
- Answer all calls in timely, courteous and professional manner
- Provide excellent customer service
- Enforce active selling skills to close a sale
- Ensure file follow-up with suppliers and travel agents
- Prepares all travel documentation, including tickets, vouchers, etc.
- Ensures follow-up on payments
- Accurately process bookings
- Consistently meet individual performance targets
- Is current on products, services, promotions, procedures and technology
- Identify and solve challenges
- Contribute to continuous improvement
- All other duties as assigned by management

The Skills, Experience and Requirements You Need to be Successful

- Minimum or a high school diploma – or equivalent
- Travel/Tourism school diploma or equivalent related travel industry experience
- 1-5 five years on-the-job experience and/or performing similar duties required
- Communication and interpersonal skills
- Customer service skills and patience
- Decision making and time management skills
- Capable of managing stress and respecting deadlines
- Selling skills and results driven
- Bilingual – is an asset
- General knowledge in geography
- Knowledge of Sabre software
- Knowledge of MS Office
- Call Centre environment
- Possible overtime

The Company values diversity in the workplace and is committed to employment equity. In accordance with the Accessibility for Ontarians with Disabilities Act (AODA), the company will provide accommodation, accessible formats and communication supports for the interview upon request and we will work with you to meet your accessibility needs.