

MEETING & EVENTS FULFILLMENT COACH

Division/Department:	Corporate Operations
Location:	New Albany, Ohio or Portland, Oregon
Job Title:	Meeting & Events Fulfillment Coach
Reports to:	Team Leader

Type of position:	Hours <u>40</u> /week
<input checked="" type="checkbox"/> Full-time	<input type="checkbox"/> Exempt
<input type="checkbox"/> Part-time	<input checked="" type="checkbox"/> Nonexempt

GENERAL DESCRIPTION

The Meeting & Events Fulfillment Coach is responsible for all elements of group and meeting travel requests by following established process and procedures.

ESSENTIAL FUNCTIONS & RESPONSIBILITIES

- Respond to client requests and inquires in a call center environment though platforms such as phone, email or online booking tool.
- Collaborates directly with the Meeting Planners to validate Meeting & Events contracts as well as running arrival / departure and registration reports.
- Receive, initiate and process group reservations received by booking and ticketing airline, rail, car, hotel and limo services in accordance with group event requests.
- Utilize Global Distribution Systems (GDS) queues, scripts, and programmable keys to successfully fulfill group travel requests.
- Package and deliver event materials.
- Apply requested and / or client standard processes and technology to meet quality goals.
- Promote the acceptance of the lowest fare; apply discount programs appropriately.
- Act as the advocate for the client at all times to ensure travel needs are met and customer satisfaction exceeds expectations.
- Special projects assigned by Team Leader or requested by our client.

EDUCATION & EXPERIENCE

- 5+ years in Corporate Travel environment required
- High School graduate or equivalent
- Corporate Meeting Planner certification; Travel, Hospitality and Tourism certification, or college degree preferred
- Advanced level GDS –Sabre & Apollo experience required.
- 1-3 years experience with group fulfillment in corporate travel environment preferred.

MINIMUM REQUIREMENTS (REQUIRED SKILLS)

- Excellent verbal and written communication skills
- Ability to work independently with control and organization.
- Ticket own records.
- Ability to proactively address client needs.