



TEAM LEADER –M&E

Division/Department:	Operations
Location:	Corporate Office & Client Onsite
Job Title:	Team Leader
Reports to:	Team Champion

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

GENERAL DESCRIPTION

The Team Leader is responsible for overall leadership of the Travel Coaches, online booking tool coaches and ticketing coach staff. The Team Leader will demonstrate expectations for the team through example and will create a positive and professional experience for the team while ensuring that their duties are fulfilled and in line with established process and procedures.

ESSENTIAL FUNCTIONS & RESPONSIBILITIES

- Plan, develop and implement personnel management strategy for staff training, career development, manage counseling and guidance, performance reviews, recommendations for promotion and merit increases and provide constructive feedback, and track and manage attendance.
- Provide daily guidance to meeting and events (groups) fulfillment coach
- Assist with the management of logistics of meetings conference and events including venue selection, menu planning, technology and related activities.
- Work with vendors to plan catering, audio/visual, entertainment, travel, hotel accommodations to ensure high quality events are cost efficient
- Assist agents in booking travel reservations for associates
- Keep all client and traveler information confidential at all times
- Responsible for the team as a working manager responding to client requests and inquires in a call center environment though platforms such as phone, email or online booking tool.
- Coach team to provide an excellent level of customer service and quality to customers by monitoring and analyzing operations reports on a monthly, quarterly and annual basis.
- Act as first line of contact for Agent issues and concerns surrounding client process and procedures, and escalation point.
- Collaborates directly with the Operations Manager to implement, monitor, and respond to client service delivery model and service level agreements.
- Manage agent counseling and delivery of correspondence to travelers.
- Build and maintain first level account BARS, Hotel BAR and Airline Negotiated Discount BARS and other informational BARS.
- Other duties and projects as assigned

EDUCATION & EXPERIENCE

- 8+ years in Corporate Travel environment
- High School graduate or equivalent
- Travel, Hospitality and Tourism certification, or college degree preferred
- Advanced level GDS
- Demonstrated leadership / management of staff is preferred.

MINIMUM REQUIREMENTS (REQUIRED SKILLS)

- Excellent verbal and written communication skills
- Must be able to take the initiative to assume challenging situations or duties.
- Intermediate knowledge of Microsoft Office products such as Outlook, Excel, Word and PowerPoint
- Ability to proactively address staff and client needs.