



POSITION DESCRIPTION
GUEST SERVICES COORDINATOR 2 – ASIA TEAM

Background

This Guest Services Coordinator position will focus on operational support for Asia team Directors including both guest and operator facing functions. This position will be part of an eight person Asia team.

Scope of services/responsibilities delivered by Guest Services Coordinator:

- Delivers pre- and post-departure customer service for selected departures (Scheduled and Custom).
- Fields trip-related questions from guests and responds to requests for destination information.
- Operational support for Directors including but not limited to:
 - Communications with operators
 - Assisting with proposals for custom itineraries
 - Booking extra hotel nights and extensions
 - Update budget
 - Invoice client
 - Track services and create extra services sheet
 - Itinerary creation
 - Paying operator bills for Custom Trips
 - Management of cancellations and transfers in P15
- Prepares both client and operator facing correspondence and reports. Reviews all outgoing documents and correspondence to ensure accuracy, proper format, completeness, and conformance with GeoEx style.
- Oversees processing and guest questions regarding visas (in coordination with Production & Asia Team)
- Coordinates with Asia team members and Production Team to prepare and mail pre-departure and final trip documents to guests. This may include contact lists, trip rosters, trip bulletins, itineraries, and extra services sheets.
- Corrects errors in spelling, punctuation, grammar, and syntax, and revises wording or phrasing to increase clarity and ensure consistency.
- Works with team to develop quality control systems.

- Is part of coverage pool for frontline when needed (i.e. rollover calls & lunch/mail coverage when frontline out)

Attributes

- Strong travel operations skills (see work experience below)
- Excellent organizational skills and impeccable attention to detail
- Excellent verbal and written communication skills, including copy editing experience (creative writing skills a plus)
- Innovative thinking to help create new processes, systems and enhancements to better address business needs and increase productivity
- Collaboration skills to build strong relationships with Production Team and the other members of the Asia Team.
- Strong passion for client satisfaction
- Ability to problem solve and create solutions on the spot to address emerging problems
- Willingness and commitment to “getting the job done;” ability to follow through on commitments
- Grace under fire: ability to maintain calm during times of stress and business pressure
- Ability to multi-task in a fast-paced office environment
- Good team player; ability to work independently and as part of a team
- Proactive and able to anticipate deadlines, take ownership and learn quickly
- Technical skills, including:
 - Microsoft Word (advanced formatting and editing features)
 - Microsoft Outlook (familiarity with calendars, appointments, etc.)
 - Microsoft Excel (advanced understanding of features and formulas)
 - Adobe Acrobat Pro (especially document editing tools)
 - Knowledge of InDesign and Photoshop is a plus

Education and work experience:

- Education minimum requirement: Bachelor’s Degree or equivalent
- Previous operational experience with a luxury travel company.
- Thorough knowledge of the geographic area is strongly preferred.
- First-hand travel experience in South, Southeast and/or Central Asia is strongly preferred.