

**Company:** Country Travel DISCOVERIES, LLC  
**Position:** Reservations & Administrative Coordinator  
**Job Location:** Elm Grove, WI  
**Start Date:** As soon as possible

**Employment Type:** Full Time, Salaried

**Work Hours:** Office hours are 7:15 a.m. to 5:15 p.m. weekdays. Shift will fall within this time period. Some Saturday & Evening hours may be required.

**Salary Range:** Dependent on Experience.

**Required Education:** Minimum Associate Degree in Travel & Tourism or Travel & Tourism work experience equivalent.

**Company Description:** Country Travel DISCOVERIES, LLC, is a Tour Operator offering thoroughly planned and unique vacation experiences. Our travel discoveries bring the country to life by providing unique experiences that travelers can't get on their own. Rather than exclusively traveling by interstate visiting museums, monuments and cathedrals, our customers have a chance to travel down County Highway "A" and visit "local-only, favorite spots"—many arranged exclusively by Country Travel DISCOVERIES. Country Travel DISCOVERIES started in February 2012. We are a growing company in the travel industry and offer ample opportunities for personal and professional development.

**Essential Duties & Responsibilities:**

- Point of contact for all customer inquiries/reservations regarding all CTD tours, and related ancillary items.
- Promotes the products and services offered through Country Travel DISCOVERIES.
- Handles inbound/outbound customer communications (calls/emails/mailings/in-person) regarding all aspects of tour reservations, cancellations and inquiries.
- Process reservations, cancellations, transfers, invoices, payments utilizing our Centaur reservation system.
- Inputs data into Centaur database including on-line reservations, brochure requests, traveler profiles, flight reservations and insurance.
- Handles individual tour deviations.
- Provides customers with information related to Travel Protection Plan, optional tours, pre & post excursions.
- Handles/identifies customer service issues, including direct telephone, email, written and in-person communication with customer.
  - This involves customer complaints, special requests, meals, mobility, and more.
- "Go-to" person for our Accountant regarding customer billing and payment receivables, including processing reports.
- Prepares insurance and other reports as identified.
- Coordinates, assembles, and mails group tour Get Ready, Get Set, Go and Thank you documents.

- Provides administrative coordination of tour departures, including:
  - Producing and communicating traveler lists such as rooming lists, air lists, cruise lists, special request lists.
  - Produces and coordinates delivery of tour departure information/supplies such as tour boxes.
  - Creates Tour binders.
  - Creates Tour Director binders.
  - Prepare tour maps using software system.
- Files documents and other travel related material.
- Sorts and distributes incoming Country Travel DISCOVERIES mail.
- Monitors, orders, and stocks office supplies and stationary.
- Provides administrative support to Country Travel DISCOVERIES staff and President as needed.
- Travel on one 6-12 day tour every 1-2 years.
- Performs other duties as assigned.

**Required Skills:**

- Self-starter, detail oriented, flexible and able to work independently without close supervision.
- Ability to manage changing and/or competing priorities, organize, multi-task, problem solve, while self-managing with a high volume of work.
- Professional telephone and in-person customer service skills while adhering to customer service procedures in a pleasant and patient manner.
- Outstanding interpersonal, written and verbal communication skills required.
- Strong knowledge of US/international geography required including the ability to read a map, provide directions between locations and estimate mileage between cities.
- Strong knowledge of and/or ability to learn, retain and communicate travel terminology and travel environments, such as airlines, hub airports, hotel brands, etc.
- Knowledge of and/or the ability to learn, retain and communicate travel-related information regarding the cultures, social customs, etc. of various travel locations and countries.
- Ability to learn CTD Centaur reservation system.
- Proficient with personal computers, business office equipment, and select applications including MS Word, MS Excel, and Gmail.
  - PowerPoint capability a plus, but not required.
- Must show enthusiasm for travel.
- Willingness to learn and advance professionally.