

Job Posting

Position: Travel Coordinator

Reporting to: Administrative Manager

Location: Toronto office of Butterfield & Robinson (work from home protocols currently in place)

Term: Full-Time

Overview

Butterfield & Robinson's continued success depends on providing our travellers with exceptional service throughout each interaction with our team. Our team of Travel Coordinators assist our travellers by sharing information and collecting the documentation that will prepare them for an extraordinary trip. Travel Coordinators work closely with our operational and sales experts to ensure excellence in our traveller experience in each assigned region.

This position has the following responsibilities:

- Support B&R's travellers, in a timely and professional manner, by e-mail and phone;
- Ensure the timely collection of all required traveller information, payments and waivers;
- Prepare traveller booking confirmations and final packages for all private trip departures;
- Ensure that the B&R reservation system is up to date with relevant private trip and traveller information;
- Advise travellers and travel agents of insurance products and travel services offered by B&R; assist travellers and agents with providing insurance quotes where necessary;
- Ensure that traveller cancellation terms are accurate for each departure;
- Ensure the pre-trip and post-trip fulfilment of traveller materials;
- Stay up to date with regional and trip specific information;
- Return to and action traveller special requests; ensure that all travellers are aware of specific travel requirements of the region;
- Contribute as an integral part of the team in advancing and supporting new and improved protocols; and
- Assist assigned Regional Managers with any day-to-day business requirements as required.

The ideal candidate will have demonstrated the following skills and characteristics:

- Meticulous organizational skills and the ability to multi-task;
- Exceptional customer service skills;
- A curious nature – consistently striving to find creative solutions;
- A passionate and professional attitude;
- A conscientious work ethic – a perfectionist when it comes to follow-through;
- Excellent communication skills, both oral and written;
- Logical and critical thinking skills;
- The drive to take initiative and be 'one step ahead'.

The ideal candidate will have the following experience and qualifications:

- Minimum of 1-2 years of administrative experience in a professional environment;
- A post-secondary education;
- Excellent knowledge of the Microsoft Office suite of applications;
- Knowledge of the travel industry; TICO certification is an asset;
- Experience in customer service, preferably in the luxury travel market;
- Experience working with travel booking and CRM software is preferred;
- Knowledge of regions and countries where we travel;
- An understanding of B&R's business is an asset.

Butterfield & Robinson is an equal opportunity employer committed to creating a diverse and inclusive environment. We consider qualified applicants regardless of race, colour, religion, gender, national origin, sexual orientation, age, citizenship, disability, or gender identity. Accommodations are available on request for candidates taking part in all aspects of the selection process. To apply, please send a cover letter and resume **by email** to:

Robin Wark - Director, Human Resources

Email: robin.wark@butterfield.com

70 Bond Street, Ste. 300, Toronto, ON M5B 1X3 CANADA www.butterfield.com