



JOB DESCRIPTION

<u>Position Title:</u>	GLOBAL MEETING AND EVENT IMPLEMENTATION COORDINATOR
<u>Senior Leadership Team Leader:</u>	Executive Vice President of Operations
<u>Team Leader:</u>	Groups & Meetings Manager
<u>Team Membership:</u>	Meetings and Events
<u>Location:</u>	Virtual
<u>Job Status:</u>	Non-exempt
<u>Supervisory Responsibilities:</u>	None
<u>Job Summary:</u>	<p>This position of coordinating meeting and group air travel requires an individual with strong organization skills, in-depth understanding of the meeting and event air desk which includes best practices for group air workflow, a high level understanding of travel technology, online booking tools and quality control processes to the associated workflow to ensure all systems have the needed information for optimal reservation process.</p>
<u>Essential Functions:</u>	<p>The duties and responsibilities for this role include but are not limited to the following:</p> <ul style="list-style-type: none"> <li>• Project Documentation / Milestone Tracking</li> <li>• Client Discovery Calls / Discussions surrounding Travel Parameters</li> <li>• Precise understanding of Meeting Requirements and Client Expectations</li> <li>• Providing ideal customer service to World Travel Inc.'s valued clients by obtaining all of the needed information for a successful event</li> <li>• An understanding of reservation data quality to determine best means for capturing accurate reportable data</li> </ul>

	<ul style="list-style-type: none"> <li>• Coordinating operational workflow and responsibilities to ensure end-to-end reservation fulfillment is quick, efficient and error free</li> <li>• Inter department coordination with quality control and reporting requirements</li> <li>• Group airline contract negotiations</li> <li>• Building meeting guideline manuals</li> <li>• Testing systems before a meeting “go live”</li> </ul> <p><b><u>Specific Job Functions</u></b></p> <ul style="list-style-type: none"> <li>• Document, update and communicate meeting implementation milestones to key stakeholders</li> <li>• Load key information into a location accessible by all key constituents (i.e. Meeting Calendar)</li> <li>• Schedule client reporting needs and requirements</li> <li>• Post event conference call documentation in the CRM</li> <li>• Implement all tasks required for a successful event, quality control for policy, reporting needs, approval requirements</li> <li>• Testing before go live</li> <li>• Review of internal references before a meeting go live</li> <li>• Execute event surveys</li> </ul>
<p><b><u>Competency and Position Requirements</u></b></p>	<p>The ideal candidate will have a minimum of 5 years of meeting and event travel consultant or will have been mentored internally as a qualified candidate.</p> <p><b><u>Project and Time Management</u></b></p> <ul style="list-style-type: none"> <li>• Proven success in coordinating multi-faceted, time sensitive projects;</li> <li>• Demonstrated ability to coordination of Meeting Air Programs with internal departments and external entities</li> <li>• Demonstrated ability to analyze, identify, implement and monitor outcomes</li> </ul> <p><b><u>Communication</u></b></p> <ul style="list-style-type: none"> <li>• Proven skills in facilitation, written documentation and status reporting</li> <li>• Comfortable with client interactions is required</li> <li>• Ability to communicate best practices and proven policies and procedures</li> </ul>

	<p><b><u>Technical Experience</u></b></p> <ul style="list-style-type: none"> <li>• GDS experience is a must</li> <li>• Deciphering Corporate BAR's in order to create Meeting Bars</li> <li>• Some knowledge with Online Booking Tools such as Concur and Cvent is preferred</li> </ul> <p><b><u>Software Proficiency</u></b></p> <ul style="list-style-type: none"> <li>• Microsoft Excel, Word, PowerPoint, and Outlook</li> </ul> <p><b><u>Schedule Flexibility</u></b></p> <ul style="list-style-type: none"> <li>• Ability to work across multiple time zones and some non-traditional hours</li> <li>• Some travel required</li> <li>• Team player</li> </ul> <p><b><u>Creativity</u></b></p> <ul style="list-style-type: none"> <li>• Effectively handles tasks and assignments</li> <li>• Can rapidly change direction in response to evolving business needs</li> <li>• Open to new ideas</li> <li>• Analyzes basic business needs and offers solutions</li> </ul>
<p><b><u>Physical Factors/Environment:</u></b></p>	<p>The physical demands described herein are representative of those that must be met by an associate to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</p> <p>Individuals are required to sit for extended periods of time, e.g., an 8-hour shift with appropriate break periods. Individuals will be required to work at a desk or other work space with a dual-monitor computer and telephone. Individuals are required to answer the telephone and type on the computer's keyboard. Headsets for the telephone are available. Individuals are required to reach above shoulder height, below the waist, and lift items as required to file documents or store materials in a drawer or overhead bin throughout the day. Proper lifting techniques are required.</p>



	<p>Individuals are required to travel on a regular basis beyond their home office to prospective customer meeting locations as required.</p> <p>To maneuver around the office, individuals are required to walk on a level surface, periodically and as necessary, throughout the day.</p>
<p><u>Working Conditions:</u> <u>Schedule:</u></p>	<p>The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</p> <p>World Travel, Inc.'s offices are traditional corporate offices.</p> <p>For the most part, ambient room temperatures, lighting, and traditional office equipment are as found in a typical corporate office environment.</p>
	<p><i><b>This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as is reasonable.</b></i></p>

By signing in the area designated below, the undersigned approve and understand the content of this job description.

<p><u>Senior Leadership Team Leader:</u></p>	Signature:
	Date:
<p><u>Team Member</u></p>	Signature:
	Date: