

## Job Posting

**Position:** Travel Coordinator

**Reporting to:** Administrative Sales Manager

**Location:** Toronto, Ontario

**Term:** Full-Time

---

### Overview

Butterfield & Robinson's continued success depends upon the development and sale of our Travel offerings. The Travel Coordinator is responsible for ensuring that our travellers are provided the highest levels of service and accuracy in documentation throughout their interaction with Butterfield & Robinson.

### This Position has the following responsibilities:

- Ensure the timely collection of all required traveller information, payments and waivers for entry into reservation system;
- Prepare traveller booking confirmations, final packages and Online Trip Planners for Private all departures;
- Communicate to our travellers by e mail in phone in a timely and professional manner;
- Manage and maintain contact households and relationships in B&R reservation system;
- Ensure that traveller cancellation terms match those of B&R suppliers;
- Make private trip bookings and enter trip data in the B&R reservation system as required;
- Advise travelers and travel agents of insurance products and travel services offered for sale by B&R. Assist travellers and agents with providing insurance quotes where necessary;
- Assist the Administrative Sales Manager with day-to-day business requirements;
- Pre-trip & post-trip fulfilment of traveller materials;
- Contribute as an integral part of developing, implementing and supporting B&R's Traveller Website;
- Provided support Travel Advisors with travel services requests, including pre-night hotel bookings in GDS, and otherwise as required;
- Assist the operations team with international shipment of B&R materials to support our cycling and walking departures outside of Europe;

### The ideal candidate will have the following experience and qualifications:

- Administrative expertise in an office environment;
- Travel customer service experience, preferably in the luxury travel market;
- Experience working with travel booking and CRM software is preferred;
- Knowledge of B&R's business is an asset;
- Knowledge of regions and countries where we travel;
- Knowledge of the travel industry and B&R's business is an asset; and
- A post-secondary education.

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

- Meticulous organizational skills and the ability to multi-task;
- The ability to exhibit the highest level of customer service in a luxury market;
- Enthusiastic 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;
- Strong computer skills, including MSWord, Excel and Outlook;
- The drive to take initiative and be 'one step ahead'.

### Please apply to:

Germaine Balagot, Manager of Human Resources and Administration, Butterfield & Robinson

email: [Germaine.Balagot@butterfield.com](mailto:Germaine.Balagot@butterfield.com) 300-70 Bond Street, Toronto, ON M5B 1X3 [www.butterfield.com](http://www.butterfield.com)