



Lead Travel Coordinator

POSITION SUMMARY:

This role serves as primary support staff to the Founder / Principal Travel Advisor and is hyper focused on servicing the needs of JBG Travels' clients, organizing a growing client base, and transforming a trip concept into a well-planned itinerary. The Lead Travel Coordinator will play an important role in the growth of JBG Travels through, but not limited to, implementation of project/trip management and client management. The applicant **must** have respect for extreme confidentiality, as this position will be privy to confidential client information. The ideal candidate will have a passion for travel, a willingness to "wear many hats," strong client-facing skills, ability to multitask efficiently, and an interest in taking on more responsibilities as the company continues to grow. Above all, the Lead Travel Coordinator's main priority is fine attention to detail, and expediency in communication with both clients and suppliers. The ideal candidate, if a good fit, should be willing to commit to at least 2 years to this position to reach their full potential. This position does NOT require, but encourages, travel.

Primary Responsibilities:

- With assistance of Principal Travel Advisor, create and proof trip proposals and final itineraries for clients, enabling efficient turnarounds with high quality results.
- Work proactively to collect and track unique details that can be used to create special personalized experiences for clients, develop strong bonds with supplier contacts, and elevate a basic trip itinerary into a creative journey full of hidden gems and insider tips.
- Coordinate and deliver concierge-style services like restaurant reservations, spa reservations, tee times and more on behalf of JBG Travels clients..
- Maintain professional and courteous communication with hotels and supplier partners when reconfirming hotel confirmations and confirming restaurant reservations, spa appointments, etc.
- Track and invoice all commissionable bookings via SION Database.
- Manage client database and implement new tools to increase proficiency as needed.
- Assist in the development and curation of marketing materials and schedules for both Instagram and email marketing.
- Present ideas to make the business operations more efficient or more professional.
- Provide coverage while Primary Travel Advisor is traveling on Educational trips (4-5 times per year).
- Serve as the main point of contact for suppliers and clients during Primary Travel Advisor maternity leave (August 1 - October 31, 2024).



Skills Desired:

- **Organization:** Requires a very organized and detail-oriented person with the ability to handle multiple projects and tasks simultaneously. Must be able to respond to requests efficiently and in a detailed manner.
- **People Skills:** Requires professional and courteous interaction with clients, supplier partners and co-workers.
- **Self-Starter:** The selected applicant will be an independent worker, while still a team player. Must be creative and an out-of-the-box thinker, while still working within the realm of industry standards.
- **Problem Solving:** Must be able to think critically and solve unexpected issues that may be time sensitive. Requires an organized and detail-oriented person with the ability to handle multiple projects and tasks simultaneously and initiates taking on new work.
- **Computer Skills:** Must have experience in all Google Drive software and digital proficiency with email organization, file management, and calendar maintenance. Experience with AXUS, SION, Later.com, and Mailchimp a plus. More importantly, the ideal candidate will have a high comfort level in adopting new technology quickly and thinking creatively about how to use technology to improve business operations on an ongoing basis.

Basic Requirements:

- Bachelor's degree preferred, but not required
- Excellent verbal and written communication skills, in English.
- Must have own computer, smartphone and reliable wi-fi access

Benefits:

- Remote work environment with flexible hours
- Opportunity to attend educational travel trips and trade shows with annual travel stipend, *after* the first year of employment
- Bonuses for new client referrals

Hours & Location & Salary:

- Preferred working hours between 9am – 5pm Central Time, Monday – Friday
- Located in Nashville, TN, but flexible