



THE RITZ-CARLTON
YACHT COLLECTION

JOB DESCRIPTION

Job Title: Coordinator, Air/Hotel Job Level: Full-Time
Department Name: Air/Hotel
Division Name: Tour Operating Classification: Non-Exempt
Reports To: Manager, Air/Hotel Date: October 4, 2018

Job Summary

Responsible for all facets of pre and post yacht cruise experience, including but not limited to air reservations and ticketing, hotel and land program administration, preparation of documentation, and support the of Reservations and Sales teams for these programs. Provide the yachts, ground operators, hotels and internal company departments with clear and concise manifests of all pre and post programs. In addition, this position is responsible for the loading and maintaining of the program pricing and selling information in MXP and reservation systems.

Essential Functions

- Confirm and ticket airline tickets according to company and airline policies and procedures
- Process daily guests requests for changes to air, hotel, transfers or land programs
- Provide corporate travelers with air flights and tickets, hotel reservations and ground transportation
- Develop an expert familiarity with all details of the air, hotel, land and transfer programs and assist Reservations, Sales in a clear, concise manner
- Maintain and provide accurate reports/manifests for all programs to internal departments, yachts and when necessary all outside vendors such as airlines, hotels and ground operators
- Adhere to company response time for phone, fax or email requests
- Take appropriate steps for the resolution of any guests issue
- Maintain courteous & professional telephone etiquette at all times
- Develop and maintain positive working relationships with internal departments and outside vendors – hotels, ground operators, airlines
- Adhere to company policy and department guidelines regarding attendance & phone adherence

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Functions, duties, responsibilities, and activities may change at any time with or without notice.



THE RITZ-CARLTON
YACHT COLLECTION

Competency

- Airline GDS
- Comprehensive understanding of airline fares, rules and accounting
- Excellent skills with Word and Excel
- Excellent organizational skills and ability to manage competing priorities
- High degree of accuracy when working with details under time pressure
- Knowledgeable of world geography
- Must commit to delivering high-level of customer service
- Maintain positive, pleasant behavior while engaging customers & colleagues
- Ability to learn and understand policies & procedures in order to make air reservations and assist reservations, sales, travel agents and guests with each aspect of the air/hotel/land booking process
- Maintain strong desire to learn all aspects of the product to effectively sell & service each reservation
- Ability to follow company policy for pricing air/hotel/land products
- Willingness to adhere to company policy & procedures as outlined in the Employee Handbook
- Ability to adhere to strict attendance policy including scheduled work shift, lunch/break adherence, attendance and punctuality

Education:

- Associates degree or 5 years work work experience in the travel industry

Experience:

- Minimum 2 years travel agency or similar experience booking, faring, and ticketing air reservations, and making hotel reservations
- Minimum 2 years experience in domestic and international airlilne booking/ticketing for cruise line, tour operator or travel agency

Skills:

- Convey information in a clear, concise manner
- Ability to learn and utilize reservations system
- Airline GDS system
- Word and Excel
- MXP

Supervisory Responsibilities

- None



**THE RITZ-CARLTON
YACHT COLLECTION**

Key Performance Indicators

- Meet deadlines for the confirmation and ticketing of air flights and responding to hotel and land requests, for both guests and corporate travelers
- Meet deadlines for the delivery of complete and accurate air, hotel, land and transfer manifests to ground operators, hotel and internal departments
- Securing and ticketing lowest air fares for guests and corporate travelers
- Overall Customer Satisfaction

Work Environment

- Comfortable indoor office setting

Physical Demands

- Most of the time is spent sitting in a comfortable position and there is frequent opportunity to move about. On rare occasions there may be a need to move or lift light articles.

Position Type and Expected Hours of Work

- Full time (40 hour work week)
- Office hours are 8:30am to 7:00pm Monday through Friday and 10:00am to 2:00pm on Saturday. Closed on Sunday.
- Occasional opportunity for overtime