



Job Description -Client Experience Coordinator

Who We Are-Company Summary

Travel Divas is a black, female owned award-winning, and premier travel company that specializes in group travel management. We use a unique concept by creating travel events around the world and hosting them ourselves. Our guest experience is unparalleled, and we are strongly committed to delivering an amazing travel experience on each trip. In our 15 year history, we have traveled to more than 49 countries, planned more than 524 events and hosted over 20,891 travelers.

Job Summary

Travel Divas is looking for a **Client Experience Coordinator** to coordinate the guest life cycle and trip experience for travel guests.

Responsibilities & Duties

- Manage the backend process of booked trips and ensuring that all details are taken care of
- Coordinate each stage of the guest lifecycle, including communication of sales leads, post-transaction questions, pre-trip and on trip with a concierge approach
- Use Infusionsoft platform to organize trips, nurture interests on upcoming trips and create payment plans
- Ensure payments are being made according to the client's payment plan for trips; follow up with clients if they are late on payments
- Utilize trip wait lists to fill open trips
- Add new reservations to individual reports daily/weekly
- Manage and respond to client inquiries from customer service platform
- Finalize roommate matches, and final payments
- Facilitate Zoom calls with clients prior to trip

Qualifications & Skills

- Minimum of 3 years' experience in the travel, customer service, or hospitality industry with direct guest communication and relationships experience
- Preferred: Administrative experience working with inventory, travel manifestos, rooming lists, and guest payments
- Preferred: Familiarity with reservation and operations systems; Help Scout a plus
- Preferred: Experience with project management software; InfusionSoft, Asana and Airtable experience is a plus
- Experience with Microsoft Word, Office, Excel
- High organization and attention to detail
- Ability to problem solve, be resourceful and think quickly on spot
- Previous customer service experience, including email and phone communication





Benefits

- Fun, dynamic team environment
- Work from home
- 3-4 International or Domestic work trips a year
- Vacation and sick time offered
- Paid Holidays

Position Type

This position is a full time, hourly W-2 employee position.