

<b>Job Title:</b> Travel Coordinator	<b>Department:</b> Services
<b>Location:</b> Corporate Offices, Tulsa, OK.	<b>Reports to:</b> Services Operations Manager
<b>Salary Range:</b> Depends on Experience	<b>Position Duration:</b> Anticipated to be long-term
<b>FLSA Status:</b> <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-exempt	<b>Expected Work Hours:</b> 8am-5pm, Mon-Fri, <i>(hours vary with work needs)</i>
<b>Wage Status:</b> <input type="checkbox"/> Salaried <input checked="" type="checkbox"/> Hourly	<b>Type of position:</b> <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Contractor <input type="checkbox"/> Intern
<b>Tax Status:</b> <input checked="" type="checkbox"/> W2 <input type="checkbox"/> 1099	

## GENERAL POSITION OBJECTIVE

The objective of the Travel Coordinator is to provide support to the Services Operations Manager and make professional, accurate, and cost-effective travel arrangements that adhere to company travel guidelines and standards at Noria Corporation.

## POSITION DUTIES

### Travel Coordinator Duties

- Research, identify, and complete cost effective travel solutions for employees and consultants requiring air, hotel, car, and/or ground transportation at the lowest possible fares that meet the needs of the project Scope of Work (SOW). Utilize preferred vendors when possible.
- Monitor travel conditions (weather, scheduling changes, delays), research, and provide solutions to travel-related problems employees and/or consultants may have experienced by interfacing with travel vendors, implementing itinerary/travel changes, and providing alternate routes.
- Keep immediate superior promptly and fully informed of all problems or unusual matters of significance and take prompt corrective action where necessary or suggest alternative courses of action which may be taken.
- Maintain knowledge of airline rules and regulations, tariffs (domestic and international), as well as other industry requirements and accurately apply this information when making travel arrangements.
- Account for travel credits and vouchers.
- Prepare travel packets for both domestic and foreign travel.
- Secure travel documentation as required for both domestic and foreign travel (Visa, Passports, etc.)
- Participate in orienting company employees and consultants in an orientation for corporate travel standards.
- Attend staff and training meetings as requested.
- Negotiate favorable travel rates with travel vendors where possible (airlines, hotel chains, etc).
- Maintain a favorable working relationship with company employees to foster and promote a cooperative and harmonious working climate which will be conducive to maximum employee morale, productivity and efficiency/effectiveness.
- Schedule and participate kick-off calls with customers
- Maintain the manuals spreadsheet informing education of upcoming projects that require manuals, verify the manuals are shipped and delivered in a timely manner
- Prepare expense reports for technical team

## KNOWLEDGE, SKILLS, ABILITIES, AND EQUIPMENT USED

### **KNOWLEDGE & SKILLS**

- CRM software experience in Mavenlink, Triplt and/or other project management software is preferred.
- Knowledge of project management processes is a plus.
- Medium to expert level skills in Microsoft Office software programs such as: Word, Excel, and Outlook.
- Travel industry knowledge is preferred.
- Basic working knowledge of invoice, purchase orders, and vouchers policies, processes and procedures.
- Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Knowledge of basic math (+, -, /, x).
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

### **ABILITIES**

- Extensive knowledge and ability to negotiate best vendor terms, pricing and delivery based on specific budget and schedule requirements.
- Physical requirements of this position can include but are not limited to: the ability to lift up to 25 pounds without assistance, moving objects in a general office setting, standing, climbing, bending, and other repetitive motions.
- Required ability to use office equipment can include but is not limited to: copier, shredder, scanner, phone, mouse, keyboard, computer, and multi-function printers.
- Multitask and adhere to deadlines in a fast-paced environment.
- Maintain effective, collaborative working relationships with a range of people at all levels in the organization.
- Ability to comprehend problems or situations; formulate and effectively express solutions; and maintain a sense of urgency.

## PERFORMANCE BEHAVIOR COMPETENCIES

The following list describes the performance behaviors necessary to meet the minimum requirements.

- Integrity
- Dependability
- Cooperation
- Results driven
- Adaptability
- Innovation
- Creative conceptualization
- Developer/multiplier
- Attention to detail
- Initiative
- Self-control
- Analytical thinking
- Flexibility
- Professionalism
- Strategic agility
- Collaboration

## MINIMUM EDUCATION, CERTIFICATION, & LICENSURE QUALIFICATIONS

- Requires a bachelor's degree from an accredited college or university in business or other closely related field is preferred.
- 3-5 years of experience in a travel industry or related experience is preferred.

*Note: Nothing in this job description restricts management's sole right to assign or reassign duties and responsibilities to this job at any time.*