

Job description

All Alaska Tours is looking for an outstanding individual to join our team as Tour Coordinator.

All Alaska Tours specializes in selling and operating unique Alaska vacation packages for independent travel. As a Tour Coordinator you review incoming reservations in all logistical aspects. You book a variety of services (hotels, rental car, train and activities) and prepare customized travel documents. As team member you will assist with incoming calls inquiring about bookings, questions about our website tours and requesting custom proposals while using excellent customer service skills and product knowledge. You will support the sales teams with proposals for custom itineraries and for different customers. You will communicate with tour suppliers and travel partners via phone and email in a timely and professional manner. It is essential that you demonstrate a friendly disposition and are detail oriented.

JOB ROLES AND RESPONSIBILITIES:

- Must be proficient in Microsoft Office programs, including Word and Excel
- Must be familiar with online booking systems (such as hotel and airline booking platforms)
- Perform all the duties with large volumes of incoming reservations
- Issue accurate travel documents for a variety of reservations and customers
- Support travel partners and guest calls
- Assist clients with questions about their itinerary and reservation
- Effectively support sales teams with all inquiries and leads
- Assist other departments and perform other duties as required
- Will be asked to work on weekends during the summertime
- Will be asked to participate in emergency phone schedule during the summertime

REQUIREMENTS:

Qualifications include:

- Strong verbal, written and listening skills
- Experience in making hotel or tour reservations
- Alaska tourism experience
- Logical thinking and great attention to detail

- Proficient in Word and Excel applications
- Ability to prioritize workflow and can multi-task
- Must be able to work in a team environment
- Ability and willingness to work on weekends (during summertime only)
- Ability and willingness to participate in our emergency phone schedule (during the summertime only)

If you are interested in joining our team, please send us your resume with cover letter and tell us why you are the right candidate for this position.

Job Type: Full-time

Salary: \$17.00 - \$20.00 per hour

Benefits:

- Dental insurance
- Health insurance
- Paid time off
- Retirement plan
- Vision insurance