



TITLE: Travel Coordinator

DEPARTMENT: Operations

JOB LOCATION: Hybrid | Hudson, NH

REPORTS TO: Travel Manager

POSITION OVERVIEW:

The Travel Coordinator is responsible for coordinating all aspects of travel arrangements for Game Creek Video employees to ensure a smooth and efficient travel experience. He/she will reconcile and resolve travel issues and communicate resolutions to appropriate parties.

5 KEY RESULTS THAT DEFINE SUCCESS IN THIS JOB:

- Comprehensive travel support provided to staff in a timely manner
- Proactive management of all travel expenses to meet annual company targets
- Coordination of Concur travel approval process
- Enforcement of Travel & Expense Policy to promote employees' well-being and cost savings
- Communication leader regarding policy changes, travel initiative updates, & vendor agreements

JOB RESPONSIBILITIES:

- Coordination of the company's travel needs to ensure successful shows; book cost effective travel arrangements for Game Creek Video staff and freelancers
- Assist Engineering Schedule Manager and Driver Schedule Manager in making financially-responsible choices regarding travel and flight options considering staffing pool; perform cost analysis and make cost-effective recommendations within the constraints of the Travel & Expense Policy
- Work closely with Account Managers to ensure travel arrangements meet the schedule and financial requirements of each show and/or client; create estimates for billable items as needed
- Proactively identify and communicate one-off or unique situations (round trips, one-way car rentals, etc.) and provide cost and/or staffing pool detail to the appropriate party; work to obtain final resolution and communicate to all parties

- Post pertinent travel information to the Schedule Information System; travel information includes but is not limited to: flights, hotels, rental car or ground transportation arrangements, and employee itineraries
- Communicate with travel management company; work with agents to ensure day-to-day issues and processing requests are successfully resolved
- Assist with all travel arrangements for prospective employees during the recruitment process
- Participate in new hire orientation meetings
- Participate in the annual review process of the Travel & Expense Policy and communicate opportunities for improvement to Travel Manager
- Perform ad-hoc requests and special projects as assigned

JOB REQUIREMENTS:

- Excellent verbal and written communication skills for interacting with employees and vendors
- Ability to use active listening and problem-solving in making decisions that meet the best interest of the company and its staffing resources
- Strong ability to manage multiple tasks, prioritize effectively, and pay attention to detail with a high degree of accuracy under fluctuating workloads
- Familiarity with travel booking systems, travel regulations, and common travel destinations
- A focus on providing excellent service and support to employee travelers
- Ability to provide travel support outside of normal business hours as needed

MINIMUM QUALIFICATIONS:

- 2+ years of previous travel coordination experience or travel agency work required
- BA/BS or Associate's Degree in a related field (Hospitality, Tourism, Business Administration) preferred
- Proficient computer skills
- Knowledge of Sabre software system preferred
- Concur Travel and Expense experience preferred

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