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**Key Results Areas –** Travel Coordinator

**Individual Performance**

* Provide concierge-level customer service
* Develop and maintain positive, meaningful, and profitable customer relationships by consistently providing exceptional customer service
* Engage customers with questions designed to understand their needs and provide solutions
* Effectively deliver product, travel, course, and service recommendations based upon customer needs
* Exhibit a high value of the customers’ time throughout their Diventures experience by displaying a sense of urgency and efficiency
* Complete sales, aligning customer needs with Diventures offerings
* Maintain clear, frequent and timely communication and follow-up with all customers, Diventures team members and vendor partners
* Ensure customers have accurately completed all required paperwork/forms as are necessary for participation in activities to include but limited to waivers, facility use agreements and new student paperwork
* ‘Own’ customer issues or questions, maintaining communication with the customer until the issue is resolved
* Effectively and proactively problem solve; applying sound judgement to serve the customer and business’s interests
* Accurately enter all customer and travel information into the travel management system
* Create complete travel packages
* Transcribe & compile travel details and traveler information
* Perform all travel processes, following standard procedures, to ensure successful operation of Diventures’ travel program
* Maintain accuracy by being well-organized and understanding and simplifying complicated logistical information to optimize the customer experience
* Demonstrate intellectual curiosity by proactively training, researching and keeping up-to-date on product offerings, industry developments, and course offerings to add value to customers as a trusted partner
* Lead the travel department from time-to-time in the absence of the Travel Director

**Teamwork**

* Arrive on-time and prepared for work and team meetings
* Consistently uphold exceptional housekeeping standards
* Maintain a positive, can-do attitude with Diventures team members and help other Diventures team members whenever possible
* Complete all assigned projects in an orderly and timely manner
* Proactively engage leadership with concerns, issues and problems; refrain from gossip
* Utilize store specific communication tools to deliver information to relevant Diventures team members
* Participate in internal and external Diventures events
* Proactively engage with fellow teammates across channels (swim, retail, SCUBA, service, etc.)

**Personal Standards**

* Maintain a professional appearance, utilizing appropriate dress and display of approved Diventures branded apparel
* Address customers and Diventures team members politely and professionally with respectable eye contact and a friendly demeanor
* Continuously operate with the utmost integrity and loyalty to the Diventures team
* Adhere to Diventures standards of conduct

Coordinator: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date: \_\_\_\_\_\_\_\_\_\_

Director: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date: \_\_\_\_\_\_\_\_\_\_