

**Position**  
**Travel Coordinator**

**Part Time | Full Time**  
**\$17.50/hourly | \$41,000/annually**

## **Job Purpose:**

The Travel Coordinator will provide high-touch assistance to Savoya's clients as you seek to serve excellently, execute effectively, and communicate efficiently.

## **Duties and Responsibilities:**

- Provide world class customer service when handling incoming calls
- Listen to customers, analyze their needs and offer adapted solutions
- Work to resolve any conflict that may arise in order to improve the client experience and strengthen the brand
- Empathize with the desires of the client, while maintaining the mission and values of Savoya
- Take appropriate action to efficiently resolve issues
- Take accountability to solve issues from beginning to end
- Contribute to a positive, light-hearted team atmosphere
- Meet established productivity objectives
- Receive and incorporate feedback to improve personal and business performance

## **Qualifications:**

- Passionate about customer service
- Able to receive and make phone calls for the majority of shift
- Must be able to thrive in a fast-paced, customer-first, corporate environment
- Able to maintain the utmost professionalism in any circumstance
- Ability to deal with problem issues with a sense of urgency
- Polished in both verbal and written communication
- Established as a leader in Savoya's core values:
  - Service
  - Respect
  - Transparency
  - Humility
  - Excellence
- Basic computer knowledge (Windows-based systems and internet navigation)
- Superior multitasking abilities
- Punctual and committed to work schedules

inquire@savoya.com  
866.916.3081 toll free  
+1.214.242.1482 outside the U.S.

savoya.com

