Go West Tours

HOTEL COORDINATOR

Tourism Industry / Int'l Inbound Operator / Full-time / San Francisco

Go West Tours is a Receptive Tour Operator specialized in quality travel in United States of America & Canada. Our headquarters are in **San Francisco** and we have offices and team members in New York & Montreal. We customize products for leisure groups, incentive & individual clientele. Our offices in France, Germany, United Kingdom as well as our representation companies in Italy, Spain & Portugal serve our predominant European clientele.
Our core values are teamwork, professionalism, flexibility and a strong work ethic. We are dedicated to customer satisfaction and to developing a good work environment.

Job Description

The Hotel Coordinator will report to our Hotel department manager.

As a Hotel Coordinator, you will work among our Tour & Travel Hotel team, directly reporting to our Hotel department manager.

The Hotel coordinator will mainly be in charge of:

- Making all hotel reservations as needed in preparation of groups
- Making changes in any existing reservation as needed
- Negotiating ad hoc groups with hotels at the best possible rates
- Entering all hotel reservations and confirming to clients in a timely manner
- Making sure deposits are made on time and cancellations are made on time to avoid fees
- Entering & sending rooming list to hotels as well as preparing break down of charges one (1) month prior to group's arrival
- Researching new properties and comparing quality and pricing on an ongoing basis
- Help build good relationships and solve all conflicts with hoteliers
- Making sure the hotel information is easily accessible by everyone (files & computer)
- Handle the load of administrative work linked to hotel bookings, contracts, rooming list, break down of the charges, breakfast requirement, wake up call & portage
- Making sure the work is completed correctly and in a timely manner.

We are a small business, this is a set guideline, but duties may vary upon what needs to be done.

Requirements & Qualifications

- Excellent organizational skills and attention to detail
- Thriving in multi-task, fast pace dynamic environment with good work ethic & team spirit
- Candidate must be dependable, resourceful and flexible under tight deadlines & high stress
- Strong ability to negotiate and resolve conflicts
- Ability to prioritize correctly
- Analytical & Problem-solving mind
- Able to handle large loads of administrative task efficiently
- Strong work ethic, energetic & friendly
- Good computer skills: Windows (Word, Power Point, Access, Excel) / Microsoft Office
- First experience in Tourism appreciated
- Knowledge of the USA & Canada destinations is a plus
- Other languages a plus

Compensation & Benefits

- Full-time position starting annual salary from 35K (depending on experience)
- 3 paid holidays: New Year's; Thanksgiving; Christmas
- 3 floating paid holidays – Memorial Day; Independence Day; Labor Day
- 1 ½ days of PTO time earned per month starting on the first full month.
- Medical plan with a 75% employer contribution and a 25% employee contribution.
- Life insurance of 15K.
- Short & Long Term disability covered 100% by the employer.
- Commute – a 50% employer contribution via Commuter Benefit Solutions.

Contact

If you think you can be a great fit for this position, please send you resume to the following email addresses. You can also add a cover letter to your candidacy or explain your motivations within your email.
employment@gowesttours.com
abouvard@gowesttours.com