



Office Assistant Reservation Coordinator

Job Summary:

The Maine Tour Connection is looking for a cheerful voice and a team player to join our fast paced lively office team in South Portland, Maine. TMTC is a wholesale receptive tour operator that provides motorcoach packaging throughout Maine, New England and Eastern Canada. This position will assist and support staff in a variety of ways. Candidate should have a positive attitude, organizational skills, detailed planning, multi-tasking and maintain exceptional relationships and customer service with clients and vendors.

Full time, year round position Monday –Friday normal business hours.

General Administrative duties:

- Receptionist for the TMTC team
- Data base management of tour operators & vendors
- All file management, including creating files, organizing file contents, traces, purging files
- Managing & Recording Vendor reservations for all tour components
- Manage & distribute in-coming and outgoing mail, emails & faxes
- Inventory office supplies and order
- Special projects as assigned
- Attend staff meetings as scheduled, industry events and tradeshow

Package Tour Operations

- Generate correspondence to vendors (reservation requests, rooming lists.)
- Contact vendors with menu selections, final meal counts, final counts, changes, additions, special requests
- Assist sales managers as needed, obtaining deposits, rooming lists, from clients
- Generate deposit due reports from clients and vendors

Tour Sales, Day Services & Step on Guides

- Assist with step-on guide schedule
- Update and enter information in tour pricing program
- Assist sales managers in obtaining hotel and restaurant availability
- Compare vendor invoices with contracts and final counts
- Compare vendor credit card charges and request backup
- Book day services and step on guides, follow up details
- Contact day services and step-on guide clients for future business
- Printing and distributing weekly call reports for tour sales managers
- Constant Contact: design and send messages

Skills and qualities

- Intermediate Microsoft office, Excel, Constant Contact, Outlook
- Detailed oriented
- Multitask, flexible and remain organized
- Ability to prioritize

Preferred Qualification Experience:

Hospitality / Tour Industry preferred but not required
1 + years customer service experience

Education:

College associates and/or bachelor's degree preferred or equivalent work experience

Wage: Competitive salary based on experience

Benefits: Health Benefit options, Simple IRA, Paid Vacation/Holidays/Sick times, Free Parking

Application Procedure: Interested applicants should submit a cover letter, resume and a list of three professional references to chris@mainetour.com or mail to:

The Maine Tour Connection
96 Ocean Street; Suite #3
South Portland, ME 04106

***No phone calls or walk-ins please**

