 **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 tradeshows

**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 for entry level position starting at $20 per hour

**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**

