

Operations Coordinator

ULTIMATE Travel is an International Gap Year and Adventure tour company operating in the inbound youth market. Our guided tours in Australia and South East Asia are designed for 18-35's who want to experience the ULTIMATE Travel Adventure. As we begin to resume our tour operations in early 2022, we are rapidly expanding our team and are currently looking to recruit an Operations Coordinator to join our team in Sydney. The ideal candidate will be ready to join our team from February 2022.

The Role:

Our Operations Coordinator will have in-depth knowledge of all processes within our business. You will have outstanding problem-solving skills and be an excellent multi-tasker. You will be dealing with customers, staff, suppliers and partners so should be able to relate well to others, delegate responsibilities and negotiate rates. Key responsibilities include:

Operations

- Manages operational activities of our trips / tours / DMC
- Manage UltimateOz Sydney and Melbourne packages
- Manage reservations and booking processes
- Coordinate & oversee bookings for all Ultimate tours
- Liaise with booking agents and update availability across all sales channels
- Ensure a smooth operation of tours & optimise where possible
- Develop and maintain customer service policies and standards & handle customer complaints
- Rotational Weekend Work (One per month from home)

Reporting

- Create and monitor customer feedback report
- Check and approve invoices and liaise with finance department for timely payment

Staff Management

- Help to plan sufficient staffing throughout the year
- Coordinate with other departments and business functions.
- Recruitment of Interns & Tour Guides.
- Liaise with the travel manager to create an adequate staff roster including weekend coverage
- Organize ongoing staff training & plan staff events
- Contribute to the team to ensure day-to-day tasks are completed

Relationships

- Ensure good communication between all Ultimate Travel departments
- Represent Ultimate Travel at various tourism / travel events
- Secure tour rates, finalise contracts and negotiate deal terms.
- Quality and Customer Service Management
- Liaison with suppliers & partners in all operational matters

The Ideal Candidate:

You should bring a confident, collaborative and results focused approach to this role. Building relationships at all levels of the business will come naturally. To excel you will:

- Possess a flexible and adaptable approach to work in order to adapt to changing demands
- Be flexible and work well under pressure in a deadline-driven environment
- Have great attention to detail, while recognizing the importance of the big picture
- Be a proactive team player who works well in a team environment.
- Have strong analytical and problem solving skills.
- Be a quick learner and show initiative.
- Be easily adaptable to changing situations and have a positive attitude.
- Travel industry experience is ideal but not mandatory.

How to Apply:

We need you to tell us what you will bring to our role and brand. Tailor your Cover Letter to our application to be considered for an interview.