



Job Title:	Tour Coordinator	Job Category:	Non-Exempt
Department/Group:	Tour	Reports To:	Director of Tours and Marketing
Location:	West Burlington, IA	Travel Required:	10%
Position(s) Supervised:	None	Position Type:	Full-Time
HR Contact:	Caylie Cherry	Date Posted:	
Will Train Applicant(s):	Will Train Applicant(s)	Posting Expires:	

Applications Accepted By:

<p>FAX OR EMAIL:</p> <p>319-753-2916 Ext. 126 ccherry@burlingtontrailways.com Subject Line: Tour Coordinator</p>	<p>MAIL:</p> <p>Human Resources Burlington Trailways PO Box 531 West Burlington, IA 52655</p>

Job Description

SUMMARY

The tour coordinator’s job begins long before the tour itself. A tour coordinator interacts with managers and booking agents to develop a calendar of events with locations, dates and times. This calendar provides the groundwork for organizing travel and transportation and accommodations.

Once the tour begins, the tour must stay on top of the scheduling by troubleshooting any travel issues, problems with the touring staff and schedule changes. A significant part of the tour coordinator’s job is to make sure that each person is in the right place at the right time.

REASONABLE ACCOMMODATIONS STATEMENT

To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions.

ESSENTIAL FUNCTIONS

- Attend travel conferences and conventions
- Plan and coordinate group travel tours
- Contact and work directly with CVB’s, hotels, attractions, and receptive operators
- Review, approve, and sign travel contracts
- Make timely payments on tours
- Fluent with Microsoft Office Products: Word, Excel, PowerPoint, and Publisher
- Organize and prepare tour host books
- Meet & review tour book with scheduled host
- Take phone reservations using Tour Booking Systems



- Back up assistance to Customer Service Representative
- Work closely with the Charter Department
- Other duties as assigned

POSITION QUALIFICATIONS

COMPETENCY STATEMENT(S)

- Accuracy- Ability to perform work accurately and thoroughly.
- Active Listening- Ability to actively attend to, convey, and understand the comments and questions of others.
- Friendly- Ability to exhibit a cheerful demeanor toward others.
- Communication, Oral- Ability to communicate effectively with others using the spoken word.
- Communication, Written- Ability to communicate in writing clearly and concisely.
- Customer Oriented- Ability to take care of the customers’ needs while following company procedures.
- Problem Solving- Ability to find a solution for or to deal with proactively with work-related problems.
- Patience- Ability to act calmly under stress and strain, and of not being hasty or impetuous.
- Working Under Pressure- Ability to complete assigned tasks under stressful situations.
- Autonomy- Ability to work independently with minimal supervision.
- Accountability- Ability to accept responsibility and account for his/her actions.
- Detail Oriented- Ability to pay attention to the minute details of a project or tasks, exceptional organizational skills.
- Safety Awareness- Ability to identify and correct conditions that affect employee safety.
- Self-Motivated- Ability to be internally inspired to perform a task to the best of ones’ ability using his/her own drive or initiative.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

None

PREFERRED SKILLS

Basic computer knowledge
 Ability to use computer programs to complete job tasks.
 Capability to multi-task effectively

PHYSICAL DEMANDS

- | | | |
|---------------------------|---|--|
| N (Not Applicable) | • | Activity is not applicable to this position. |
| O (Occasionally) | • | Position requires this activity up to 33% of the time (0 - 2.5+ hrs./day) |
| F (Frequently) | • | Position requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs./day) |
| C (Constantly) | • | Position requires this activity more than 66% of the time (5.5+ hrs./day) |

PHYSICAL DEMANDS

LIFT/CARRY



Stand	O	10 lbs. or less	F
Walk	O	11-20 lbs.	F
Sit	C	21-50 lbs.	F
Manually Manipulate	F	51-100 lbs.	O
Reach Outward	F	Over 100 lbs.	O
Reach Above Shoulder	O		
Climb	O		
Crawl	O	PUSH/PULL	
Squat or Kneel	O	12 lbs. or less	F
Bend	O	13-25 lbs.	O
Grasp	O	26-40 lbs.	O
Speak	C	41-100 lbs.	O

OTHER PHYSICAL REQUIREMENTS

None

ADDITIONAL NOTES

The company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the company reserves the right to change this job description and/or assign tasks for the employee to perform, as the company may deem appropriate.

EQUAL EMPLOYMENT OPPORTUNITY

Burlington Trailways is an equal opportunity employer. In accordance with applicable law, we prohibit discrimination against any applicant or employee based on any legally-recognized basis, including, but not limited to: veteran status, uniformed servicemember status, race, color, religion, sex, pregnancy (including childbirth, lactation or related medical conditions), age (40 and over), national origin or ancestry, physical or mental disability, genetic information (including testing and characteristics) or any other consideration protected by federal, state or local law. Our commitment to equal opportunity employment applies to all persons involved in our operations and prohibits unlawful discrimination by any employee, including supervisors and co-workers.

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Reviewed By:	Name	Date:	Date
Approved By:	Name	Date:	Date
Last Updated By:	Name	Date/Time:	Date/Time