

Job Title Leisure CRM Assistant**Atlas Travel & Technology Group****FLSA Status:** Non-Exempt**This position reports to:** Director, Vacations and Cruises, Vacation and Cruises Department

Overview: The Leisure CRM Assistant supports the Leisure Division in processing, invoicing, and servicing bookings. This position will include optimizing sales opportunities and coordinating marketing efforts by leveraging our corporate relationships.

Responsibilities and Duties:

- Input booking details and invoicing in Clientbase (CRM tool)
- Call in payments, make changes, add amenities to existing bookings, and coordinate payment reminders
- Assist in blocking group space to optimize price advantage opportunities
- coordinate process to market ancillary services to booked clients
- Coordinate efforts with Marketing to cross sell leisure to our existing corporate clients
- Facilitate on site leisure events at corporate accounts
- Provide our customers with accurate and complete booking information using multiple systems and customer relations tools.
- Assist in the creation of outgoing customer communications
- Engage with our customers in person and digitally using Salesforce, emails, and in - person events
- Be empowered to suggest and then implement improved processes and create new tracking procedures
- Other duties as assigned

Skills/Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Detail oriented
- Excellent math skills
- Computer skills
- Excellent interpersonal skills
- Ability to innovate and help drive new processes
- Good Planning and problem solving skills
- Ability to multi-task and adapt to changes quickly
- Self-motivated with the ability to work in a fast paced environment

Education and/or Experience:

- Customer service experience helpful
- Travel experience is a plus

Language Skills:

Ability, to communicate in standard business English both written and spoken. Ability to read and comprehend simple instructions, correspondence and memos. Ability to effectively present information in one-on-one, small group situations to customer, clients and other employees of the organization.

Physical and Mental Demands:

The requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Requires an adequate range of body motion and mobility to enable the individual to perform the essential functions of the job.
- Requires ability to remain in a stationary position for prolonged periods of time throughout the workday.
- Requires ability to move about to access file cabinets, office equipment, etc.
- Requires ability to operate a computer, telecommunication's devices and other office equipment for prolonged periods of time throughout the work day.
- Requires ability to express or exchange ideas by means of the spoken word. Talking is important for those activities in which the employee must impart oral information to other employees, clients and customers, in person or via telephone, and in those activities in which they must convey detailed or important spoken instructions and information to others accurately, clearly and quickly.
- Requires the ability to perceive the nature of sounds. Hearing is important for those activities that require ability to receive detailed information through oral communication, in person or via telephone, and to make fine discriminations in sound.
- Requires clarity of near vision. This factor is important when special and or minute accuracy is demanded and defective near acuity would adversely affect job performance and/or safety of self and others.
- Requires ability to work other shifts and weekends and in excess of 40 hours/week, as necessary.
- Requires the ability to work and cooperate with other employees and clients at all levels and from diverse backgrounds to exchange ideas, information and opinions to facilitate the task at hand.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The normal work environment is a typical office environment.