

Agency Information:

Join the award-winning Enlighten Excursions travel agency team as a part-time administrative assistant. Come work with one of the most authentic companies in the area. Help the agency owner and travel advisors to open up the world to those who really want to learn more about other cultures. Our highly experienced specialists provide expert planning support and personalized, attentive service which gives our clients peace of mind while traveling. In this position you will use your technical and administrative skills to liase with clients and suppliers via phone, email, website, video and more.

Background Checks

Offers of employment are contingent on completion of a background check. Information reported by the background check will not automatically disqualify you from employment.

Vaccine Protocol

Enlighten Excursions has made the safety of its employees, and our surrounding communities a top priority. As part of that commitment, we require that all staff be vaccinated against COVID-19. As a prospective and/or a new employee, you will be required to comply with our vaccination protocol. Proof of full vaccination will be required before the start of employment. Failure to provide proof of vaccination or to obtain approval for a medical or religious exemption will result in the offer of employment being rescinded.

The Administrative Assistant position is primarily responsible for handling client calls, emails, invoices, payment plans, proposals and trip registrations. Additionally, this position will manage social media channels as well as create web articles, & monthly newsletters.

Position Summary

The Administrative Assistant's other duties include:

- Works under the direction of the agency owner and provides support as required.
- Assists with processing travel advisor commissions.
- Corresponds with travel suppliers including resorts, airlines, wholesalers and tour operators etc. on behalf of clients.
- Use several proprietary systems to research destinations, create virtual trip plans, make reservations and invoice clients.
- Develops PowerPoint Slideshows and HD videos for posting to Website and Social Media Channels
- Prepares and delivers client trip registration reports.
- Handles routine office duties such as preparing, proof reading or editing reports, documents and database entries.
- Handles mail distribution as requested.
- Completes other duties as assigned.

Position Summary/Purpose of Position:

This position is not eligible for teleworking or working remotely during the first 90 days of employment.

Education & Experience:

High School Diploma or GED with 3 years' experience providing administrative support required.

Bachelor's Degree with at least 1 year providing administrative support is preferred.

Required Knowledge, Skills, and Abilities:**Minimum
Qualifications:**

- Intermediate experience using Microsoft Excel to create and maintain lists; format, filter and manage data; use basic formulas (sum, average, count numbers, etc.); create tables and chart, etc.
- Experience composing a variety of correspondence and in gathering and summarizing information; attention to detail is absolutely critical.
- Proficiency in a Windows environment and with Microsoft Word.
- Ability to perform basic mathematical calculations including percentages to complete travel sales transactions.
- Ability to communicate effectively both orally and in writing.
- Ability to proofread and edit written documents.
- Demonstrated experience using client relationship management software, calendar software, Adobe Acrobat, and graphic design services such as Pic Monkey or Canva.
- Experience with social media content creation including videos.
- Ability to understand and follow oral and written instructions.
- Ability to interact effectively with internal and external parties in a courteous and efficient manner.
- Ability to plan, organize, prioritize, and execute multiple assignments with general instructions.

Preferences:**Preferences:**

- General knowledge of computer hardware (e.g. PC, printers, etc.) a
- Highly self-motivated with excellent communication skills to successfully interact with various external customers, coworkers, suppliers and other colleagues in-person, via telephone, and via email and video in a professional and courteous manner.
- Ability to handle sensitive matters with discretion and tact.
- Ability to deal with the pressures of multiple activities & deadlines.
- Ability to analyze situations and facts from a variety of sources to exercise creativity and independent judgment toward resolving conflicts and/or suggesting solutions.
- Some knowledge of World Geography
- Some International travel experience
- Event, conference or wedding planning experience