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# Example of Guest Services Coordinator Job Description

Our company is growing rapidly and is hiring for a guest services coordinator. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for guest services coordinator

* Intercede when patients are not satisfied, and attempt to resolve issues before bringing to the attention of the Supervisor
* Work in conjunction with the supervisor to provide the training for newly hired Guest Service Coordinators
* Manage hundreds of traveler relationships simultaneously for Land Expeditions, Private Expeditions, and Custom Trips, from the time of booking through post-trip communication
* Ensure that all trip information is being accurately communicated between travelers and Operations staff
* Collect and read trip feedback
* Learn payroll system (ABI)/process payroll for hourly employees (full-time, temp/seasonal for Operations/Security/Guest Services)
* Coordinate/manage all regulatory trainings
* Manage regulatory documentation (OSHA logs/training forms, elevator permits, industrial waste permits)
* Main relief support for receptionist/switchboard (daily breaks & lunch, vacations)
* Process department’s new hire paperwork & internal status requests

## Qualifications for guest services coordinator

* Experience working with and prioritizing multiple schedules to ensure customer needs are met
* Experience working with multiple departments to ensure successful event management
* Minimum 1-year retail and/or customer service experience
* A BS degree (Business or Marketing is highly preferred)
* Must be able to efficiently utilize social media and have strong computer skills including MS Office products and Outlook to accomplish work tasks
* Utilization of both initiative and judgment in dealing with various matters, including coordinating and maintaining effective and efficient work flows