



Apply as soon as possible as resumes are evaluated and interviews scheduled as applications are received.

Training Support Specialist

Reports to

Senior Training Coordinator

JOB DESCRIPTION

Summary/Objective

The Training Support Specialist is responsible for facilitating travel arrangements including: preparing/packing supply suitcases, air ticketing, hotel bookings, and arranging transportation for Senior Trainers. Additionally, this position is responsible for tracking and maintaining all financial information related to booked services as well as expense coding.

Essential Functions

Travel

- Receive and respond to incoming travel requests on behalf of the organization.
- Collect and appropriately protect employees/guest's information required for booking air or ground transportation and hotel accommodations.
- Serve as a general resource and point of contact for travel-related issues; assist employees with travel-related issues or concerns.
- Research, negotiate, and secure rates with airlines, car rental companies, trains and hotels.
- Develop rapport and working relationships with all travel partners and vendors.
- Ensure all proposed travel itineraries are in compliance with organization's Travel Policy and Procedures. Responsible for ensuring travelers' documentations are official and valid (i.e., passports, visas, etc.)
- Update weekly tracking spreadsheet to maintain accurate records of employee travel arrangements and to ensure all employees receive the booking support required.
- Maintain and administer various reports needed to reconcile travel expenses with finance department.
- Maintain traveler profiles so they are accurate and up-to-date in organization's database.
- Monitor travel sheets making sure they are approved, complete and accurate.
- Address and resolve any customer service issues as needed in polite and professional manner.
- Perform special projects and assignments as directed.

Materials Management

- Order materials for on-site trainings and Green Dot Institutes.
- Keep office stocked with necessary training materials.
- Pack supplemental materials for training suitcases.
- Order supplies, materials, and additional technology when needed.
- Create and ship participant implementation kits.
- Pack and ship AV equipment needed for trainings.
- Stay abreast of changes to materials to ensure the most current versions of all materials are sent/ordered.
- Send electronic materials to instructors, along with updates as needed and upon request.
- On-site printing, duplication, and organizing last minute materials to meet imminent deadlines on behalf of the Director of Communications and President.

Organizational Relationships

Reports directly to the Senior Training Coordinator.

Preferred Education and Experience

- Bachelor's Degree or relevant experience
- 2-3 Years of Experience making travel arrangements, performing supportive functions, and/or in administrative positions
- Previous experience as a travel agent or travel coordinator strongly preferred
- Must be knowledgeable and proficient in use of basic computer programs (Microsoft Word, Excel, Outlook, and Internet).
- Strong interpersonal skills with the ability to interface and effectively communicate with staffers, clients, executive management, and vendors alike.
- Possesses basic knowledge of the travel industry and processes and considerations for booking travel.
- Keen organizational skills with ability to multi-task and thrive in a fast-paced environment.
- During times of peak volume, candidate may be required to work nights, weekends and/or holidays as needed.
- Demonstrates a proactive, results-driven approach with effective follow-through
- Handles sensitive, confidential information in a discreet manner
- Strong work ethic, enthusiasm, and positive attitude a must!

Interested candidates should submit a resume and letter of interest to:

applicants@livethegreendot.com