



SPEAKER BUREAU TRAVEL COORDINATOR

SUMMARY/OBJECTIVE:

The Speaker Bureau Travel Coordinator (SBTC) is responsible for supporting the Speaker Bureau Managers and the KOL (key opinion leaders) with all travel logistics and travel inquiries for both patient and health care professional meetings. Additionally, the SBTC will be responsible processing patient and speaker travel invoices on the server(s) and portal. This role will also assist with Medical Professional Meetings, Ad Board, and other ad-hoc meeting requests.

JOB FUNCTIONS:

This position can be a client-facing position that requires excellent customer service skills. The SBTC works directly with speakers (trained physicians/medical professionals/patient ambassadors) to schedule and coordinate travel arrangements; reconciling of travel invoices and Concur. The SBTC has direct responsibility for managing all travel arrangements and collaborating with other team members to ensure seamless arrangements have been made.

- Communicate with SBM/ speakers to arrange travel and accommodations
- Coordinate and finalize arrangements for Speakers' travel
- Maintain accurate records for all programs, including ground, air travel, rental car, hotel and financial details
- Transmit all finalized travel documents needed for speaking engagements to both internal and external customer portals
- Plan all travel arrangements in accordance with the client's business rules and compliance guidelines
- Provide regular updates to the speaker and the Speaker Bureau Manager on status of travel arrangements
- Provide and communicate final itinerary to all speakers and Speaker Bureau Managers
- Populate final itinerary and properly document on internal server
- Reconcile receipts on internal server and both internal and external customer portals
- Assist travelers with travel changes and questions while on the road and be available to assist travelers before and after normal work hours
- Primary liaison with external travel agencies to coordinate and schedule all ground, air travel, rental car, hotel
- Prepare and send all necessary materials to ensure a seamless travel experience
- Work effectively in cross-functional teams
- May assist with other Speaker Bureau logistics to support the overall operation such as venue sourcing and material creation
- Ability to work with a team of 5+ SBMs to assist with their program travel needs

- Experienced take charge professional with the ability to manage complicated administrative and logistical tasks in a busy environment.
- Ability to stay calm under pressure and resolve and travel issues that may arise
- On an ongoing basis, gather and/or update Patient Thought Leader travel profiles

SPECIFIC TASKS

Travel Coordination – work with travel agency	Terms of Agreement Management
Hotel Coordination – work with travel agency or hotel directly	Compliance Reporting
Speaker Fee and Expense Processing	Client Relationship
Venue sourcing & material creation	Manage Confirmations
Budget Management	

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

ANALYTICAL SKILLS – Ability to compare, contrast and quality check work and keen attention to detail. Can present numerical data orally and in writing or through graphics.

COMMUNICATION SKILLS – Superior interpersonal and customer service skills. Excellent written and oral communication.

COMPUTER SKILLS – Proficient in Microsoft Office including Word, Excel and Power Point, especially spreadsheets, database and reporting tools. Knowledge of CVENT is preferred.

DECISION MAKING SKILLS – Ability to make clear, concise decisions and solve complex problems.

ESTABLISHING AND MAINTAINING INTERPERSONAL RELATIONSHIPS – Establishing and maintaining an excellent relationship with the client and the participants is critical to the success of this position.

ORGANIZATIONAL SKILLS – Ability to organize, plan and prioritize work in a fast-paced work environment. Ability to achieve goals in a timely fashion.

TRAVEL – No travel required

WORK ENVIRONMENT, POSITION TYPE, EXPECTED HOURS

This job is a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

***This document describes the position currently available. It is not an employment contract.
The CM Group reserves the right to modify job duties or job descriptions at any time.***

This is a full-time position. Days of work are Monday through Friday, 40 hours per week.

Required Education and Experience

- 2-3 years of related work experience preferred (customer service field, ideally speaker bureau and working with the booking, scheduling and communicating travel arrangements)
- Knowledge of Cvent preferred
- Knowledge of Salesforce preferred
- Knowledge of travel portals preferred

EEO Statement

The CM Group is an equal opportunity employer. All qualified applications will receive consideration for employment without regard to sex, sexual orientation, gender identity or expression, race, color, religion, national origin, ancestry, genetic information, citizenship, age, disability, pregnancy, genetics, veteran status, or any other protected status under applicable federal, state, or local law.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

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