

Title:	Customer Travel Coordinator	Status	Full-Time
Department:	Tour and Charter	Location:	Enoggera Depot – 26 Pickering St, Enoggera
Reporting:	General Manager – Tour and Charter	Shift:	Nil
Dotted reporting line:	Charter Manager - Burpengary	Direct Reports:	Nil
Effective:	June 2026	Review:	March 2027

Purpose

The primary responsibility will be to provide essential administrative and customer support within the bus charter operations. This includes ensuring all administrative tasks—such as booking management, scheduling, and documentation—are completed accurately, efficiently, and to a high standard. You will be a point of contact for both prospective and existing KBL charter clients, ensuring smooth communication, understanding their transport needs, and delivering tailored charter solutions. Maintaining strong client relationships and consistently achieving high levels of customer satisfaction are central to this role.

Key Responsibilities and Duties (including other duties as required)

Responsibilities

- General administrative work.
 - Receiving and screening phone calls
 - Reporting/data entry/record keeping.
 - Provide coverage for Reception duties when required
- Monitoring the inbox, providing first line of support for customer queries
- Maintaining databases and tracking important deadlines
- Problem solve any issues or concerns and properly escalate unresolved issue to charter manager when necessary
- Assisting with quotes/booking for Charter Clients
- Keep detailed records of client interactions and communications
- Addressing customer complaints
- Support our Service Delivery / Operations Team to ensure they understand client specific requirements
- Assist with large movement Co-ordination e.g. sports charters, whole school movements
- Educate customers on our service range and offer a variety of related services
- Support, proofread and check all relevant documentation
- Ensure all client communications are conducted through the correct group email inboxes
- There may be a requirement to work from another location / depot based on business needs. If this is required, reasonable notice will be provided.
- Flexibility to work outside of standard business hours, including occasional weekends and after-hours during the week, as operational requirements arise.

Teamwork

- Working collaboratively as a member of the KBL team
- Attend and participate in team meetings as required
- Supporting fellow peers whilst respecting individuality
- Participating in the growth and development of the team

Workplace Health & Safety

- Taking responsibility and reasonable care for the health and safety of themselves and others within the workplace by:
 - Cooperating with all reasonable instructions given by KBL to ensure health and safety, including adherence to policies, safe work procedures and relevant aspects of the WHS Management System.
 - Assisting KBL to accomplish its WHS objectives through participation in initiatives to achieve WHS performance indicators approved by management.
 - Acting in good faith during consultation with KBL management about matters affecting their health and safety.
 - Participating in WHS training and improvement programs as required.
 - Reporting hazards, near misses, incidents, and damage; and
 - Encouraging fellow employees to participate in and support WHS initiatives.

Selection Criteria

QUALIFICATIONS

Essential

- Strong Microsoft Office Suite experience essential
- Good organisational skills
- Well-developed interpersonal and time management skills, proactive
- Excellent written and verbal communication
- Attention To Detail
- Problem Solving Skills
- Sales Aptitude
- Team Collaboration

Desirable

- Customer Service Experience
- Industry Knowledge
- Local Geography
- CRM Experience
- Conflict resolution

SKILLS, KNOWLEDGE, EXPERIENCE

- Ideally you will have relevant administrative experience
- Demonstrated time management, organisational skills, and attention to detail
- Ability to coordinate, prioritise, and manage multiple tasks
- A willingness to learn, positive approach and strong initiative
- Ability to use discretion and maintain confidentiality

- Excellent written, verbal, and interpersonal communication skills
- Quick to grasp new computer systems
- Microsoft Office Suite skills and Outlook experience
- You will demonstrate an ability to create professional relationships, be honest and personable
- A positive work ethic is essential
- High level of professional integrity and exceptional interpersonal skills
- Ability to work independently and within a team environment
- Excellent organisational and time management skills
- High level attention to detail
- Pride in personal presentation
- Have a positive, patient and flexible demeanour

Employee Acknowledgement

I confirm that I have received and read and understood the job description for my role. I understand my responsibilities and agree to perform them to the required standard.
I acknowledge that this job description may be updated as required to reflect business needs.

Employee Name:

Date:

Signature: