

Flights Coordinator

Humanitarian XP (previously known as HEFY) is a nonprofit organization that sends teenagers on humanitarian trips around the world. HXP is seeking to hire a flight team coordinator to help with international group travel.

This person has excellent communication and interpersonal skills and can work well with airlines around the world. They're able to negotiate effectively as a team to secure the best group flight prices. They communicate well with different teams and have an extreme attention to details. This person's goal is to provide the best experience for everyone flying with HXP and ensure that all flight details are prepared beforehand. They'll also manage any issues that occur with flights during the months of May-August and are available to help at whatever moment.

This person displays a high degree of emotional intelligence and situational awareness. They have a habit of discretion, respect for others, and integrity. They are extremely organized in both their personal and professional lives. Ultimately, this person finds deep meaning and purpose in loving God and loving people.

Responsibilities include but not limited to

- Negotiate international group airfare with airlines for 7000+ customers to meet budget
- Develop relationships and build reputation with airlines
- Make payments to meet deadlines
- Issue tickets, exchanges, name changes, and deviations
- Answer on-call phone calls regarding flights
- Available 24/7 during months of May-August for flight emergencies

Who you are

- Preferred experience in international airfare
- Exceptional problem-solving skills
- High attention to detail
- Ability to interact, communicate and negotiate effectively

- Experience with or ability to learn complex travel itineraries: split tickets, group airfare, multiple segments, exchanges, international groups, and manual pricing/ticketing when necessary
- Strength in customer service
- Ability to work independently and make decisions with limited oversight
- Work well under pressure and with time constraints
- Fluency in English; multilingual is preferred especially Spanish or Portuguese
- Must be able to work onsite 3 days/week (must be available Monday, Wednesday, Friday)