



Job description

Ace Limousine & Airport Service, a premier limousine and transportation company in Philadelphia, strives to provide the best in luxury ground transportation and exceptional customer service. With decades of experience in the industry, Ace Limousine & Airport Service takes tremendous pride in providing the finest in luxury transportation services, ensuring the highest level of comfort and safety for our clients. We specialize in wedding transportation, airport transfers, corporate travel, group transportation, tours, and more.

Our fleet includes a selection of new model Sedans, SUV's, Vans, Sprinters, Stretch Limousines, Limousine Buses, Shuttle Buses and Mini Coach Buses. We dedicate ourselves to providing memorable travel experiences and superior service for all our clients.

About You

Ace Limousine is currently looking for an Event Transportation Planner. The ideal candidate will have amazing customer service, the ability to multitask, and a go-getter attitude! You're driven by providing the best service for our customers through route research, implementing quote processes, and collaborating with your team.

About The Opportunity

To succeed in this position, it requires a focus on client service, consultant sales, and the ability to thrive in a collaborative environment with a fast-paced timeline. You have no issues going above and beyond for our clients, ensuring ultimate guest satisfaction.

- You work well under pressure and can handle multiple tasks at once.
- You have a personable demeanor, great interpersonal skills, and are great with dealing with clients.
- You're organized and flexible in a fast-paced, demanding environment.
- You're incredibly detail oriented and can operate analytically.
- You catch on very quickly and can function with minimal supervisor support.
- You're internet savvy with skills in Google (including but not limited to: Docs, Drive, G-Mail and Sheets)
- You love problem solving! You get a kick out of achieving results for the client.
- You have a "can-do" attitude, and are willing and able to assist with any task needed.

Your Experience

- 1 year in a customer-service related field

Job Location: Philadelphia Navy Yard 4747 S Broad St, Philadelphia, PA 19112; Partially remote after 60 days if applicable

Position Type: Full Time

Shift: Mid-day + Some Weekends

Daily objectives include answering emails/phone calls, providing pricing/availability and chauffeur dispatching.

Must be able to work in a fast pace environment and be a quick learner. This industry has peaks and valleys of very busy seasons to slow seasons.

Our dispatchers, respond to a company's emergency or non-emergency calls for help and information. Examples include, locating a chauffeur or passenger, tracking the chauffeurs GPS to ensure a timely arrival, track flights, and check in time. Other duties include monitoring routes, updating call logs, and recording call information.

Our reservationists, answer telephones and enter guest reservations into the computer system. Change and cancel reservations as guest requests. Offer appropriate rates and plan event transportation for weddings, corporate travel and conventions.

Job Duties: (in no way limited to)

- Answer and address all incoming calls
- Provide quotes via phone and e-mail
- Coordinate transportation for wedding couples and planners
- Ensure all customers are picked up on-time
- Keep dispatch screen updated and coded accurately at all times
- Documenting any and all incidents
- Assist drivers with any issues