



LEAD TRAVEL COORDINATOR. TAGUIG, PHILIPPINES (THE)

Avia Solutions Group (ASG) Global Services Philippines is looking for a **Lead Travel Coordinator** to support **Avion Express**, the largest narrow-body ACMI (Aircraft, Crew, Maintenance, Insurance) operator worldwide.

Reporting to Avion Express, this position is based in the ASG Global Services Philippines office in BGC, Taguig City, working in a hybrid setup aligned with the Asia Pacific/Eastern European time zone.

*Upon the first two months, you will be required to align your schedule with the Eastern European time zone for the training period.

About the Company

A proud member of Avia Solutions Group, **Avion Express** provides top-level short and long-term aircraft wet-leasing (ACMI) solutions and offers its clients aircraft on a charter basis. The company operates its Airbus A320 family aircraft fleet across Europe, as well as Africa, South America, and the Asia-Pacific region.

The parent company, Avia Solutions Group, is the leading aviation business group, operating across all continents with offices in Ireland, USA, Asia Pacific, UAE, Lithuania, South Africa, and Australia. Backed by 14,000 highly skilled aviation professionals, the group is the largest global ACMI provider, operating a fleet of more than 220 aircraft. The group also provides various aviation services such as MRO (Maintenance, Repair, and Overhaul), pilots and crew training, ground handling, and other interconnected solutions.

About the Role:

As a **Lead Travel Coordinator**, you will take full ownership of the travel function, ensuring the seamless execution of crew and personnel travel across a global operation. This leadership position requires strategic oversight, team management, and hands-on coordination of high-volume, time-critical travel logistics. You will work closely with cross-functional departments to optimize processes, ensure policy alignment, and deliver cost-effective, compliant travel solutions.

Key Responsibilities:

- Operate within a rolling shift rotation to maintain uninterrupted support.
- Lead and mentor a team of travel coordinators, ensuring efficient task allocation and high performance.
- Manage and prioritize requests from internal mailboxes and task queues, ensuring prompt responses to all travel-related needs.
- Arrange reservations for flights, hotels, and ground transportation with precision and attention to detail.
- Ensure compliance with corporate travel policies and operational requirements.

- Maintain accurate travel documentation and ensure all relevant materials are sent promptly upon receipt of details.
- Liaise with crew and stakeholders to address travel issues efficiently and with professionalism.
- Assist in resolving travel-related concerns with empathy, urgency, and a solution-driven mindset.

What we are looking for:

- Bachelor's degree in Tourism, Hospitality, or a related field.
- Having a minimum of 4 years of experience in travel coordination, with at least 1-2 years in a leadership position.
- Proven experience working with Amadeus reservation system, handling bookings, date changes, refunds, and other related functions.
- Familiarity with AIMS Crew Management Software is highly desirable and will be considered a strong advantage.
- Previous experience in the travel industry is highly desirable, including roles in hotels, travel agencies, airport handling companies, and tourism is preferred.
- Strong administrative and organizational skills, with a sharp eye for detail.
- Comfortable working within a rolling shift-based schedule, including weekends and holidays.

The Benefits of being part of our Team:

- Be part of a global aviation leader recognized for excellence and employee well-being.
- Work in a hybrid setup with an international, collaborative, and forward-thinking team.
- Grow professionally in a challenging and fulfilling role within the aviation industry.
- Your contributions will be valued and rewarded with competitive compensation and employee benefit programs.

A remote workforce service centre supporting Avia Solutions Group's ACMI airlines and MROs worldwide.