Professional Referee Organization

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Job Description – Travel Program Administrator

Reports to: Director of Operations

Location: Remote or Hybrid (NY, NJ, CT)

Role:

The Travel Program Administrator oversees and administers PRO's travel program, serving as the primary liaison between PRO, its Travel Management Company (TMC), vendors, and travelers. This position ensures compliance with Collective Bargaining Agreements (CBAs), company policies, league requirements, and budget guidelines.

This is an operational and administrative role; it is not responsible for routine airfare or car rental bookings. Key responsibilities include overseeing travel program execution, ensuring policy compliance, administering hotel programs, supporting travel technology platforms, financial reconciliation, analyzing travel data, resolving escalated travel issues, and ensuring eligible officials receive required travel accommodations.

The successful candidate will be highly organized, analytical, and proactive with the ability to manage complex travel operations while providing personalized, responsive, and high-touch service to officials, staff, and league partners.

Supervisory Responsibilities:

- None

Main Responsibilities and Duties:

- Administer PRO's travel program in partnership with the Travel Management Company (TMC), hotel partners, and travel vendors, ensuring compliance with CBA's, company policies, league requirements, and budget guidelines.
- Oversee the execution of PRO's hotel programs, including hotel sourcing, rooming lists, budget oversight and compliance with applicable CBA and travel policy requirements.
- Advise and assist the TMC, travel vendors, staff, and officials with CBA and policy implementation and authorizations.
- Maintain and reconcile travel data across PRO's online booking tool and other platforms, ensuring data integrity, policy compliance, and accurate reporting.
- Assist PRO's Director of Finance & Accounting with travel related financial reconciliations.
- Provide guidance and support to travelers using TMC online booking platform and PRO travel systems.
- Build and maintain strong relationships with TMC, hotel partners, vendors, leagues, officials, and staff to support service excellence and continuously improve the travel experience.
- Evaluate travel policies, procedures, vendor performance, and technology solutions, recommending improvements to program efficiency, cost management, and traveler experience.
- Proactively assist travelers and the TMC/hotel vendors with travel disruptions and escalated situations, ensuring prompt resolution and minimal impact on travelers.
- Perform additional travel program responsibilities as needed.

Required Qualifications:

- Legally eligible to work in the United States or Canada.
- Track record working with Travel Management Companies (TMCs), hotel vendors, and Concur or similar online booking platforms.
- Acumen of travel policies, compliance requirements, and complex travel administration.
- Excellent communication, interpersonal, organizational, and time-management skills.
- Ability to work independently and collaboratively in a fast-paced environment.
- Minimum of four years of experience in administering or coordinating complex travel programs with travel policies and compliance programs.
- Knowledge of corporate travel management processes and industry practices.
- Flexibility to travel and work occasionally on evenings, weekends, and holidays.

Preferred Qualifications:

- Bachelor's degree or higher from an accredited college or university.
- Advanced Excel, Microsoft Office, and database skills.
- Proficiency with travel data analysis, reporting and financial reconciliation.
- Demonstrated analytical, problem-solving, and critical thinking skills with exceptional attention to detail.
- Expertise supporting executive travelers, professional athletes, sports officials, or other high-profile clientele in a high service environment.

Compensation:

- $75,000 - $85,000

Benefits:

- 401(k) with employer matching
- Dental, Health, Vision, and Life insurance
- Flexible Savings Account
- Gym reimbursement
- Paid time off
- Paid Parental leave
- Qualified Transportation Plan (NYC-area)

EEO Statement:

As integral members of PRO, employees are expected to accept certain responsibilities, adhere to certain standards of personal conduct, and exhibit a high degree of personal integrity at all times. Accordingly, Equal Employment Opportunity has been, and will continue to be, a fundamental principle at PRO, where employment is based upon personal capabilities and qualifications without discrimination because of race, color, religion, sex, age, national origin, disability, pregnancy, genetic information, military or veteran status, sexual orientation, gender identity or expression, marital and civil partnership/union status, alienage or citizenship status, creed, genetic predisposition or carrier status, unemployment status, familial status, domestic violence victim status, caregiver status, or any other protected characteristic as established by law. This principle applies to all policies and procedures relating to recruitment and hiring, compensation, benefits, termination, and all other terms and conditions of employment.

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.