

<u>Position Title</u>	Travel Consultant – After Hours
<u>Senior Leadership Team Leader</u>	EVP of Operation and Strategic Planning
<u>Team Membership:</u>	Operations
<u>Location:</u>	Virtual
<u>Job Status:</u>	Non-Exempt
<u>Supervisory Responsibilities</u>	None
<u>Job Summary:</u>	<p>This position is for a virtual, full time travel counselor (agent) who is proficient in Apollo and/or Sabre and International. An After-Hours travel counselor is responsible for, among other things, engaging in consultative conversations with client’s travelers with the purpose of making accurate travel reservations and meeting client’s travel program needs, and maintaining and fostering a relationship between World Travel, Inc. and its client.</p> <p>Position hours are varied and include nights, weekends and holidays.</p>
<u>Essential Functions:</u>	<ul style="list-style-type: none"> • Arranging complex domestic and international travel for corporate client(s), including air, car rental, hotel, other ground transportation, transfers, etc. • Advising travelers of international travel requirements and concerns (passport, visa, inoculations, etc.) • Consistently demonstrating thorough understanding of client travel policy, guidelines, authorization requirements, procedures, etc. • Fostering a strong, productive relationship with the client while maintaining a clear understanding that the client is the client and not the employer • Fostering a strong, productive relationship with relevant travel behalf • Counseling client and travelers on traveler safety considerations, government travel regulations, preferred supplier support, savings opportunities, and logistical routings and options • Research and resolve en-route traveler service concerns as soon as possible • Providing excellent customer service at all times • Utilizing time management skills to efficiently organize and process workload during designated shift times • Projecting a mature and professional demeanor when interacting with client, its employees, and colleagues.
<u>Competency and Position Requirements</u>	<ul style="list-style-type: none"> • Participate fully as a team member to assist as needed in completing all functions relating to servicing customers

- Research and provide solutions to travel-related problems clients experience
- Keep fully informed about all airline rules and regulations, tariffs (domestic) and other industry requirements and accurately apply this information when making travel arrangements
- Follow World Travel, Inc. procedures, guidelines, and standards in areas of customer service, building Passenger Name Records (PNRs) and profiles, ticketing, utilization of management information systems, productivity, attendance, and accuracy of work
- Must be able to work under pressure
- During emergency situations and/or poor weather conditions, ensure coverage of client needs
- Keep informed on all US Federal travel regulations and requirements pertaining to US government contractors, including FAR and Fly America
- Maintain a high level of competency in operating the global distribution system (GDS)
- Attend staff and training meetings (virtual or in-person) for ongoing updates in the travel industry, office procedures and company updates.
- Ensures optimal customer service through effective use of World Travel, Inc. phone
- Keep immediate supervisor promptly and fully informed of all potential problems or unusual matters of significance and take prompt corrective action where necessary or suggest alternative courses of action which may be taken.
- Maintain a favorable working relationship with company employees to foster and promote a cooperative and harmonious working climate which will be conducive to maximum employee morale, productivity and efficiency/effectiveness
- Demonstrate strong customer service orientation (internal and external); diplomacy and tact required in contact with clients, vendors, and co-workers; courteous, professional phone manner
- Must work well independently
- Exercise good judgment