

Why World Travel?

Are you searching for a friendly work environment with great colleagues? Are you interested in being an owner of a business? Are you a high performing employee looking for a challenge? Are you interested in a flexible schedule? Then you should apply to World Travel, Inc.! The hours are approximately 4:00 PM ET to 12:30 AM ET (1:00PM PST to 9:30 PM PST) with other shifts available, including part-time shifts. GDS experience is required!

We are a global mid-market leader in corporate travel management, as well as the largest organically grown travel management company in the United States. World Travel is 100% employee-owned and entirely focused on providing our clients with superior service to meet their business needs. As an employee-owned company, we focus on retaining jobs, fostering employee engagement, and ensuring the company's legacy for future decades. We deeply value a supportive work environment with responsive managers and coworkers who care. World Travel truly nurtures a culture of integrity and trust with our employee-owners. If you are looking for a career with a difference, apply today and join our team.

This position is for a virtual, full time travel counselor (agent) who is proficient in Apollo and/or Sabre and International. FLEXIBLE SCHEDULE AVAILABLE. You must be located in the USA. 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.

Position hours are varied and include: nights, weekends and holidays.

- 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.
- 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

Minimum 100 transactions monthly.

High School or equivalent education is required; completion of accredited travel school program and some college is preferred.

2 years' experience as a travel agent is required;

2 years' experience in corporate travel environment preferred. Proficiency in MS Office, particularly Outlook, Word and Excel, is required.

Familiarity with corporate online booking tools is strongly preferred. Must be a proficient keyboard typist (approximately 50+ words per minute).

Benefits:

- ESOP
- 401K with company match
- Medical, Dental and Vision
- Life Insurance
- EAP
- Generous PTO
- Paid Holidays + 2 Floating Holidays
- Committed DEI initiative for entire company
- Open door policy to upper management, including the CEO
- A company that cares!

Job Types: Full-time, Part-time

Salary: From \$52,000.00 per year

Benefits:

- 401(k)
- 401(k) matching
- Dental insurance
- Employee assistance program
- Flexible schedule

- Flexible spending account
- Health insurance
- Life insurance
- Paid time off
- Vision insurance

Schedule:

- Evening shift
- Holidays
- Night shift
- Overnight shift
- Weekend availability

Experience:

- Travel Agent: 2 years (Required)

Work Location: Remote