



JOB DESCRIPTION – AFTER HOURS TRAVEL CONSULTANT

<u>Position Title:</u>	After Hours Travel Consultant
<u>Senior Leadership Team Leader:</u>	EVP, Operations & Strategic Planning
<u>Team Leader:</u>	Manager, After Hours
<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

	<ul style="list-style-type: none"> • 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.
<p><u>Competency and Position Requirements</u></p>	<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.



	<ul style="list-style-type: none"> • 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
<p><u>Education and Experience Requirements</u></p>	<p>High School or equivalent education is required; completion of accredited travel school program and some college is preferred. 3 -5 years’ experience as a travel agent is required; 3-5 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).</p>
<p><u>Physical Factors/Environment:</u></p>	<p>The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</p> <p>Individuals are required to sit and type for extended periods of time, e.g., an 8-hour shift with appropriate break periods. Individuals must be seated at a desk with a dual-monitor computer and telephone. Individuals are required to answer the telephone and type on the computer’s keyboard. Headsets for the telephone are available. To maneuver around the office space individuals are required to ambulate on a level surface, periodically and as necessary, throughout the day</p>
<p><u>Working Conditions; Schedule:</u></p>	<p>This position is located within a team environment either in a physical WTI location or in a virtual work environment.</p>



	<i>This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as is reasonable.</i>
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By signing in the area designated below, the undersigned approve and understand the content of this job description.

<u>Senior Leadership Team Leader:</u>	Signature:
	Date:
<u>Team Member</u>	Signature:
	Date: