



JOB DESCRIPTION

<u>Position Title:</u>	Client Technology Support
<u>Senior Leadership Team Leader:</u>	Senior Vice President, Business Solutions
<u>Team Leader:</u>	Manager, Online Business Solutions
<u>Team Membership:</u>	Online
<u>Location:</u>	Virtual and Greater Philadelphia Area
<u>Job Status:</u>	Non Exempt
<u>Supervisory Responsibilities:</u>	None
<u>Objective of the Position:</u>	Internal and External Technical Support of our online booking tools and technologies
<u>Job Summary:</u>	Provide courteous, timely, accurate and efficient issue resolution to internal and external customers in answering inquiries and solving problems related to online booking tools. (Concur Travel, Rearden, and Get There)
<u>Essential Functions:</u>	<ul style="list-style-type: none"> ○ Assist customers with online tool navigation, password resets, and building profiles. ○ The customer support agent is able to look at online issues and diagnose the root cause. (Support agent will be required to recreate issues in the online tool and in the GDS.) ○ The online support agent will organize her day by answering client support calls and emails. In addition, the online support agent will be assigned internal tickets through an online change control process. The employee is expected to provide follow up on all issues within 24 hours. ○ Under direct supervision, the staff member will complete the steps outlined in the online ticket and update the ticket status. ○ When necessary, the online member will open a vendor ticket and consistently follow up until the issue is reconciled. The



	<p>employee will communicate to management escalated issues and trends.</p> <ul style="list-style-type: none"> ○ An online support agent may be asked to perform site demos or webex training. ○ An online support member will be expected to keep current with newest online tool releases, product enhancements, and current events related to the travel industry.
<p><u>Time Spent Performing Essential Functions (Generally):</u></p>	<ul style="list-style-type: none"> ○ Assist customers with online tool navigation, password resets, and building profiles. 70% ○ Under direct supervision, the staff member will complete the steps outlined in the online ticket and update the ticket status. 20% ○ When necessary, the online member will open a vendor ticket and consistently follow up until the issue is reconciled. The employee will communicate to management escalated issues and trends. 5% ○ An online support agent may be asked to perform site demos or webex training. 3% ○ An online support member will be expected to keep current with newest online tool releases, product enhancements, and current events related to the travel industry. 2%
<p><u>Competency and Position Requirements</u></p>	<ul style="list-style-type: none"> ●Excellent written and verbal communication skills, particularly with a customer service focus ●Independent worker who is a self-starter and who is willing to learn ●Strict attention to detail ●Ability to work in a fast-paced, stressful environment ●Commitment to lifelong learning • Technical Aptitude
<p><u>Education and Experience Requirements</u></p>	<p>High School Diploma College Degree Preferred</p>
<p><u>Physical Factors/Environment:</u></p>	<ul style="list-style-type: none"> ●Traditional corporate office located in corporate park. Team Member will have a semi-private cubicle located on a floor with other semi-private cubicles.



	<ul style="list-style-type: none"> •Because this is a position that permits telecommuting, the Team Member is responsible for (i) adhering to the company’s telecommuting policy and (ii) establishing a proper home office.
<u>Working Conditions:</u> <u>Schedule:</u>	<ul style="list-style-type: none"> •Full time, various Monday-Friday 8am-8pm, 40 hours per week. • World Travel, Inc. reserves the right to change Team Member’s schedule at any time to meet business needs. •Team Member may work overtime from time to time upon request by World Travel, Inc. •Team Member may be asked to report to a World Travel, Inc. office for training, support, or other reasons. World Travel, Inc. may make such request at any time, within reason.
	<p>This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as is reasonable.</p>

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