



JOB DESCRIPTION – SUPPORT AGENT

<u>Position Title:</u>	Support Agent
<u>Senior Leadership Team Leader:</u>	Tracy Murgas, Senior Vice President, Business Solutions
<u>Team Leaders:</u>	Dorie Berry / Jennifer Rowland
<u>Team Membership:</u>	Business Solutions
<u>Location:</u>	World Travel, Inc. Reservation Centers (Exton, PA; Douglassville, PA; Leola, PA; Malvern, PA) or Virtual (Telecommuting)
<u>Job Status:</u>	Non-Exempt
<u>Supervisory Responsibilities:</u>	None
<u>Objective of the Position:</u>	<p>The primary objective of this position is twofold:</p> <p>(i) to support World Travel, Inc.’s Operations Team to ensure that reservations are complete and accurate, and</p> <p>(ii) to provide Team Members with an entry-level corporate travel agency position.</p> <p>As a member of the Business Solutions Team, this person is expected to perform other related tasks as they may be assigned.</p>
<u>Job Summary:</u>	<p>This person is a member of the Business Solutions Team. The Team is led by the company’s SVP, Business Solutions. With respect to the team of Support Agents, they are led by two Supervisors.</p> <p>A Support Agent’s primary function is “file finishing,” or, performing quality control review and related tasks for travel reservations made by an end-user (traveler) using a corporate online booking tool (e.g., Concur Travel, Deem).</p> <p>Support Agents also provide general Reservation Center (office) support by completing tasks such as answering the phone at the reception desk; calling or holding for an airline, hotel, car, limo or rail vendor; faxing documents; filing documents; completing “direct bill” forms for travel suppliers; and other administrative tasks.</p> <p>This position requires a highly organized, detail-oriented, logical thinker who can quickly grasp new vocabulary and industry-specific concepts. Individuals committed to lifelong learning are a good fit for this position.</p>

<p><u>Essential Functions:</u></p>	<ul style="list-style-type: none"> <li>•Accurate completion of at least 1,000 ticketed passenger name records (PNRs) per month.</li> <li>•Demonstrable comprehension of industry-specific air carrier terminology such as aircraft, flights, classes of service, city codes, passenger services, frequent flyer programs, infant/child travel, discussing reservations directly with carrier, in-flight services, air fares and basic fare calculation principles, electronic ticketing, forms of payment, refunds and exchanges.</li> <li>•Demonstrable comprehension of industry-specific terminology in regards to car reservations including but not limited to special equipment, additional fees, insurance, policies, procedures, codes and pricing.</li> <li>•Demonstrable comprehension of industry-specific terminology in regards to hotel reservations including but not limited to rate structure, property and room classifications, types of hotels and brands, codes, reservation procedures and preferences.</li> <li>•Demonstrable understanding of and ability to use Global Distribution System (GDS)</li> <li>•Able to assist with hotel direct billing and virtual payment (“P-log”) systems</li> <li>•Ability to communicate clearly and effectively, particularly with end-user travelers; strong customer service skills</li> <li>•Sitting for long 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.</li> <li>•Some bending and lifting is required (up to 30 lbs.)</li> <li>•Good attendance</li> </ul>
<p><u>Time Spent Performing Essential Functions (Generally):</u></p>	<p>Support Agent/File Finishing = 80%</p> <p>General Administrative Tasks = 20%</p>
<p><u>Competency and Position Requirements</u></p>	<ul style="list-style-type: none"> <li>•Computer proficiency including some knowledge about hardware</li> <li>•E-mail proficiency</li> <li>•MS Office proficiency (Word, Excel)</li> <li>•Sound knowledge of world geography</li> <li>•Superior verbal and written communication skills are a must</li> <li>•Proven ability to take initiative, adapt quickly to changing priorities, and work with a high sense of urgency</li> <li>•Excellent written and verbal communication skills, particularly with a customer service focus</li> <li>•Independent worker who is a self-starter and who is willing to learn</li> <li>•Strict attention to detail</li> <li>•Ability to work in a fast-paced, stressful environment</li> <li>•Commitment to lifelong learning</li> </ul>



<u>Education and Experience Requirements</u>	<ul style="list-style-type: none"> <li>•A high school diploma or equivalent.</li> <li>•Three (3) years’ experience in a fast-paced customer service position.</li> </ul>
<u>Quality and Quantity Standards:</u>	<p>In addition to their ability to perform the functions, tasks, and duties described herein, this person’s successful performance review is also dependent upon:</p> <ul style="list-style-type: none"> <li>•General knowledge of human resources issues; ability to spot issues in advance and propose sensible, actionable solutions.</li> <li>•Ability to meet deadlines and manage multiple (and sometimes competition) deadlines.</li> <li>•Ability to address Team Members’ concerns in a positive, constructive, meaningful way.</li> </ul>
<u>Physical Factors/Environment:</u>	<ul style="list-style-type: none"> <li>•Traditional corporate office building located in corporate park.</li> <li>•Three-sided desk with overhead storage, along with traditional wheeled office chair will be provided to Team Member.</li> <li>•Team Member will be provided a computer with dual monitors, and a desk phone.</li> </ul>
<u>Working Conditions; Schedule:</u>	<ul style="list-style-type: none"> <li>•Full time, Monday-Friday, 40+ hours per week.</li> <li>•Anticipated schedule is 9:00 a.m. (ET) to 5:30 p.m. (ET); however, schedule is flexible as long as the majority of the work hours are during traditional business hours.</li> <li>•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.</li> <li>•On-Call availability; availability outside of traditional business hours</li> </ul>
	<p><b><i>This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as is reasonable.</i></b></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 Member</u>	Signature:
	Date: