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| JOB DESCRIPTION | |
| Position Title: | International Services Team Supervisor |
| Senior Leader | Pamela Zager, Executive Vice President of Operations and Travel Technology |
| Line Manager | Jill Irick, Director of Operations |
| Team Membership: | Operations |
| Location: | Virtual/Location |
| Job Status: | Non-exempt |
| Supervisory Responsibilities: | To oversee the International Services Team. |
| Objective of the Position | To ensure the team is providing exceptional service and support to our valued internal and external clients by providing subject matter expert best practices and savings for international travel. |
| Job Responsibilities | * Establishing and measuring goals for all associates * Regular 1:1’s to ensure optimal performance and support is achieved * Regular team meetings with transparency and visibility into department goals and achievements * Ensure department goals align with World Travel goals * Ensure staffing needs are appropriate for the business needs that include time of day and day of week trends * Ensure all shifts are property staffed * Monitor processes that will provide optimal workflow * Make recommendations on how to enhance the workflow and optimize the customer experience * 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 International records for our agents to support our clients. * Keep fully informed on airline rules and regulations, tariffs (International) 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 Team. * 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 WTI phone systems and following WTI phone standards. * 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 * Oversee the Daily International Report the agents correct. * Oversee the International agents in advising alternate flights * With lower costs, same alliance carriers. * Working with Accounting on Refunds * Assisting with International training * Responsible for all International Comm contracts and their updates. * Be efficient in International exchanges/recalculations. * Advise agent of international travel requirements and concerns (passport, visa, inoculations, etc.) * Handling International itineraries for internal clients for commission accuracy, routing, baggage allowance, international documentation. * Maintain a strong, productive relationship with the client * Maintain a strong, productive relationship with relevant travel suppliers. * Need to know what each member of the Team is working and that the work is evenly distributed. * Able to help jump in and work the International queues if needed. |
| Competency Requirements | * Experience with managing people * Must have the ability to review workflow and make recommendations for improvements * Efficient in working excel / grids for pricing purposes. * . * Must work well independently * Exercise good judgment * 3-5 years International experience with pricing, routing, faring, and working with International records. * Experience with Round the World fares, Circle Pacific type fares, and working with pricing records on the International side. * Ability to read airline contracts for commission purposes and understand the variety of the markets. * Experienced with processing and understanding International Exchanges. * Dual GDS experience   Utilize time management skills to efficiently organize and process workload during designated shift times.   * Project a mature and professional demeanor when interacting with departmental personnel and clients.   Must be able to work in a fast paced environment |
| Education and Experience Requirements | * 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. * 3-5 years native GDS experience * Proficiency in MS Office preferred particularly Outlook, Word and Excel. * Familiarity with corporate online booking tools is preferred. |
| Time Spent Performing | Full Time 40 hours per week |
| Physical Factors/Environment: | |  | | --- | | The physical demands described herein are representative of those that must be met by an associate to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.  Individuals are required to sit for extended periods of time, e.g., an 8-hour shift with appropriate break periods. Individuals will be required to work at a desk or other work space 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. Individuals are required to reach above shoulder height, below the waist, and lift items as required to file documents or store materials in a drawer or overhead bin throughout the day. Proper lifting techniques are required.  Individuals are required to travel on a regular basis beyond their home office to prospective customer meeting locations as required.  To maneuver around the office, individuals are required to walk on a level surface, periodically and as necessary, throughout the day. | |
| Working Conditions; Schedule: | |  | | --- | | The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.  World Travel, Inc.’s offices are traditional corporate offices.  For the most part, ambient room temperatures, lighting, and traditional office equipment are as found in a typical corporate office environment. | |
|  | ***This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as is reasonable.*** |

By signing in the area designated below, the undersigned approve and understand the content of this job description.

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| International Services Manager. | Signature: |
|  | Date: |
| Team Member | Signature: |
|  | Date: |