



Business Title: Travel Consultant-Extended Hours

Reports To: Director of Corporate Operations

Salary Classification: Non-Exempt

Job Summary

Provide quality customer service to travelers during Acendas' extended hours, including evenings and weekends. Position requires skills and knowledge of all phases of servicing travelers with reservations, queue monitoring, online booking tool assistance, proactive monitoring of flights, and ticketing. Must provide a high-level of customer service which client is accustomed to receiving.

Scope

- Virtual front-line extended hours corporate travel agent.
- Excellent customer service skills.

Essential Duties and Responsibilities Include

- Respond to client requests and inquires in a call center environment though platforms such as phone, email or online booking tool.
- Receive, initiate and process reservations received by booking and ticketing airline, rail, car, hotel and limo services in accordance with client requests.
- Utilize Global Distribution Systems (GDS) queues, scripts, and programmable keys to successfully fulfill travel requests.
- Proactive monitoring of cancelled and delayed flights and contacting impacted travelers.
- Email monitoring and response.
- Assist with online booking tool inquiries (Concur & Deem).
- Queue Monitoring.
- Special Projects as assigned.

Transferable Skills

- Exceptional oral and written communication skills.
- Passion for serving customers with proactive solutions.
- Effective strong consultative selling skills and the ability to listen to the customers' needs; in turn, offering confident recommendations, resulting in high satisfaction from the customer with the service they received.

Transferable Skills (cont.)

- Ability to effectively prioritize and manage multiple tasks in high-pressure situations while developing a rapport with the customer.
- Excellent critical thinking, analytical, and problem-solving skills.
- Knowledge of corporate travel technology products.
- Ability to work independently and within a team, developing strategies and action plans and implementing goals and objectives.
- Ability to respond to change.
- Ability to embrace diversity.
- Professional manner and appearance.
- Effective organizational and time management skills.

Qualifications

- Minimum of four (4) years' corporate travel experience is required.
- Knowledge of travel agency operations is required.
- Ability to work nights and weekends.
- Advanced knowledge of Sabre reservation system is required.