



**Business Title:** Vacation Support Specialist

**Reports To:** Justine Sjurseth, Vacations Department Manager

**Salary Classification:** Non-Exempt, Office Employee

**Job Summary**

This position provides quality support, in a fast-paced environment, to high-producing internal Travel Advisors across four branches. Support includes responding to Travel Advisor emails, invoicing, creating travel itineraries, and assembling travel packets for clients. Employee is required to possess remarkable attention to detail, flexibility, and the ability to work independently and with a team. The position requires advanced knowledge of basic computer programs, and the employee must be adaptable to learning new computer programs quickly.

**Scope**

- Internal and External Customer Service
- Self-Directed
- Technology-Oriented

**Essential Duties and Responsibilities**

- Prepare travel documentation for clients.
- Respond to Travel Advisors' emails and invoicing requests.
- Create visually-appealing itineraries using the Acendas Vacations mobile app.
- Assemble travel document packets for clients.
- Monitor email inbox for Travel Advisor requests.
- Receive walk-in clients, and assist in answering phone calls.
- Work closely with other Support staff in assisting the Travel Advisors.
- Work in Customer Client Database System (training will be provided).
- Customer payment processing.
- Any additional duties as determined by manager.

**Transferable Skills**

- Attention to detail and accuracy.
- Ability to effectively prioritize and manage multiple tasks while maintaining strict deadlines in a high-pressure and time-sensitive environment.
- Excellent time management and organizational skills.
- Self-directed.
- Excellent communication skills (verbal and written).
- Adaptable to learning new computer programs.
- Documentation skills.
- Ability to think proactively, work independently and with a team.
- Positive “can-do” attitude.
- Professional manner and appearance.

**Qualifications**

- High school diploma.
- Advanced proficiency of Microsoft Office Suite (Word/Excel); Gmail required.
- Knowledge of basic image editing programs (Canva, Adobe Photo Express) is preferred.