

PRODUCTION TRAVEL CONSULTANT

Job Description

Position Summary:

The role of the Production Travel Consultant (“TC”) is to service the needs of the production traveler. This includes airline reservations, ticketing, car rental and hotel accommodations. In this role, the “TC” must be able to multi task across various bookings to maximize revenue opportunities, while working within the production budget, and meeting deadlines {for breaking news, sporting events, films and show seasons}. This role is created for project work with assignments ranging from a few weeks to a few months, depending on the duration of the shoot. It also requires an individual who has a strong understanding of confidentiality rules.

Required Skills:

The ideal TC must be able to manage a high-volume of calls, display a high level of customer service with excellent interpersonal and communication skills (written, verbal, and listening). A minimum of 5yrs experience is essential; including but not limited to, pricing, ticketing, exchanges, and refunds. The ideal TC also should possess a high competency level of fares & ticketing with the ability to decipher fare rules quickly and accurately. Additionally, the ideal TC must have the ability to handle complex reservation requests and repeated reservation changes, while making sound decisions based on information, experience, and policy adherence.

Technology Skills:

This role requires a highly skilled individual proficient on the SABRE GDS; to include booking, pricing, and ticketing domestic and international fares. We also require our ideal TC to possess fundamental knowledge of Microsoft Office programs such as Outlook, Word, Excel, and PowerPoint and the flexibility to work with GDS based online booking programs {i.e. Concur, HRG, etc.}

Organizational/Time Management Skills:

Self-starter, with little to no training ability to demonstrate initiative and self-motivation. Ability to adapt to a high volume, diverse and ever-changing environment. Ability to handle multiple duties with a high level of dexterity to work through email requests in addition to calls, and respond effectively within all Service Level Agreement parameters.

In closing:

Our “ideal TC” would possess these skills while displaying a cheery disposition to win over clients and deliver the highest level of customer service in the industry. If you are confident that you are the next “ideal TC”, send us your resume.....we’ve got what you want....you’ve got what we need!

