

CORPORATE TRAVEL CONSULTANT

Job Description

Position Summary:

The role of Corporate Travel Consultant (“TC”) is to service the needs of the business 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, creating new sales and providing timely service to our customers.

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 2yrs experience is essential; including but not limited to pricing, ticketing, exchanges, refunds and revalidations. 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 make sound decisions based on information and experience.

Technology Skills:

This role requires a highly skilled individual with proficiency in at least one of the major GDS (Global Distribution Systems); to include booking, pricing and ticketing domestic and international fares. In addition to airline reservations, this role requires the ability to book hotel and car rental reservations through the GDS. We also require the ideal TC to possess fundamental knowledge of Microsoft Office programs such as Outlook, Word, Excel, and PowerPoint.

The 4 major GDS Systems are:

- Sabre (Sabre Red/Sabre360)
- Apollo (Galileo by Travelport)
- Amadeus
- Worldspan

Organizational/Time Management Skills:

Self-starter, with some training and the 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 the parameters of all Service Level Agreements.

In closing:

Our “ideal TC” would possess these skills while displaying a charming and 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, if you’ve got what we need!

