



POSITION: TRAVEL CONSULTANT, MORE REWARDS

LOCATION: REMOTE

The success of a Travel Consultant depends on the ability to retain and cultivate client relationships by providing a seamless travel experience. A consultant must strive to provide in-depth knowledge of the destination while delivering exceptional customer service. A consultant is expected to demonstrate initiative and resourcefulness within the scope of responsibilities in everyday tasks, to maintain efficient performance and ensure client satisfaction

DUTIES & RESPONSIBILITIES:

- Complete seamless transactions for clients.
- Calculate costs associated with travel, process/request necessary refunds and attend to other financial transactions/tasks
- Collaborate with training managers, team leads to gain knowledge of Amadeus and other operational programs necessary to reach high performing metrics/ KPIs (recognizing when further guidance from a Team Lead is necessary to avoid errors)
- Process bookings according to priority level
- Constantly exercise multitasking ability in ensuring all files contain accurate information regarding flights, arrivals, quotes, and amenity requests while working closely and ticketing departments
- Accurately and efficiently prepare ticketing exchanges
- Responsible for keeping current with all airline rules/regulations, supplier updates, industry trends and news (e.g., attend training sessions and complete relevant webinars, etc.)
- Advise clients regarding passports, vaccinations, visas, foreign currency, travel insurance, excursions within resorts and any other information as required

CORE COMPETENCIES NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THIS POSITION

- Customer service excellence/orientation
- Excellent professional communication skills both written and oral
- Highly organized, able to meet deadlines and work under pressure
- Ability to research and use critical thinking and problem-solving skills when working independently
- Excellent work ethic and time management skills
- Personable and able to collaborate with internal and external clients
- Proven active listening and attention to detail
- Adaptable and able to keep up with organizational change



WORKING CONDITIONS:

- Home Office/Office environment.
- Hours are commensurate to responsibilities, overtime as required by business needs.
- Potential ability to work from home
- Networking functions (trade shows, conferences, industry related events)

QUALIFICATIONS AND EXPERIENCE:

- Travel and Tourism Diploma/ TICO
- 2-5 years experience selling or related entry level position
- Well-Travelled/ Knowledgeable in travel
- Computer literacy (windows, MS office) and knowledge of GDS's (Amadeus preferably)