

## TravelStore Job Description

**Job Title:** Corporate Travel Consultant

**Department:** Corporate

**Reports To:** General Manager or Corporate Manager

**FLSA Status:** Nonexempt

**Summary** - Fullfills Corporate Travel customers' travel related requests in airline ticketing arrangements, hotel accommodations and car rentals to result in maximized profitability for the client and travelstore. Provides customer service through the communication of travel related information. Abides by Company Standards and actively practices the Company's Principles of Remarkable Customer Service.

**Essential Duties and Responsibilities include the following. Other duties may be assigned.**

Receives and prioritizes travel requests.

Confers with travelers to determine destination, mode of transportation, travel dates, necessary accommodations, and budget required for domestic and international business travel.

Consults published and computer sources to analyze and evaluate commercial rates, lowest logical airfare, times, routings, and appropriate car rentals.

Books reservations for air travel, hotel and car rentals. Accurately prints air tickets.

Serves as general resource for travelers, and researches problems and resolves issues.

Promotes the acceptance of fares, rates and suppliers that match the client's travel program policies and negotiated contracts. Applies discount programs appropriately.

Moves market share and promotes travelstore's preferred suppliers.

Remains informed of all airline rules and regulations and current affairs. Communicates information to clients accurately and appropriately.

Builds and maintains client profiles, ensuring special requests and reward program information such as frequent flier / drive / hotel stay are included.

Monitors, sorts and works GDS queues continually throughout the day to maintain quality control.

Maintains and promotes professional and courteous client relations by managing a prompt and accurate response to telephone and email communications

Imparts international travel information to travelers, such as passport, visa, and inoculation requirements, customs regulations, and currency exchange rates.

Provides back-up support to co-workers and associates as assigned.

Assumes and performs other duties and responsibilities not specifically outlined herein, but which are logically and properly inherent to the position.

Is responsible for meeting sales goals for corporate agents and being profitable.

**Competencies/Transferable Skills** - To perform the job successfully, an individual should demonstrate the following competencies:

Communication - Effective oral and written skills.

Customer Service - Responds promptly to customer needs; Meets commitments

Teamwork - Contributes to a positive team spirit

Ethics - Works with integrity and ethically.

Judgment - Exhibits sound and accurate judgment

Motivation - Sets and achieves challenging goals

Planning/Organizing - Uses time efficiently. Able to manage multiple tasks and changing priorities.

Quality - Demonstrates accuracy and thoroughness.

Quantity - Meets productivity standards; strives to increase productivity.

Safety and Security - Observes safety and security procedures.

Dependability - Follows instructions, responds to management direction.

Initiative - Volunteers readily; Undertakes self-development activities; Asks for and offers help when needed.

**Qualifications** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

2-4+ years corporate travel consultant experience

Graduate of an accredited travel school desired if no experience.

Knowledge of ticketing procedures for airline, hotel and car rental systems.

Basic knowledge of management reports

**Computer Skills**

Proficiency on Sabre or Apollo

Proficiency on Microsoft Outlook for email management

**Certificates, Licenses, Registrations**

CTC, CTA preferred.

**Physical Demands** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to talk, hear and use hands to finger, handle, or feel objects, tools, or controls as well as to type. The employee is occasionally required reach with hands and arms. Specific vision abilities required by this job include close vision.

**To apply, contact:**

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