



JOB DESCRIPTION

<u>Position Title:</u>	Concierge Travel Consultant
<u>Senior Leadership Team Leader:</u>	EVP, Operation & Strategic Planning
<u>Team Leader:</u>	Manager, Concierge/VIP Team
<u>Team Membership:</u>	Operations
<u>Location:</u>	Virtual
<u>Job Status:</u>	Non-Exempt
<u>Supervisory Responsibilities:</u>	None
<u>Objective of the Position:</u>	<p>Concierge Services are for executives who prefer to speak with the same consultant 24/7/365. A Concierge Corporate Travel Consultant's primary duty is to ensure our most prestigious clients are provided with utmost professional, timely, accurate, seamless travel experience that begins at the time of the initial reservation and does not end until the Concierge Traveler is home. The Concierge Consultant is provided a company iPhone and iPad when outside of home or office and is supported by our 24 –hour team.</p>
<u>Job Summary:</u>	<ul style="list-style-type: none"> • Arrange complex domestic and international travel for our most prestigious corporate client(s), including air, car rental, hotel, other ground transportation, transfers, etc. • Advise client of international travel requirements and concerns (passport, visa, inoculations, etc.) • Ensure thorough understanding of client travel policy, guidelines, authorization requirements, procedures, etc. • Process airline upgrades • Purchase tickets using preferred program points • Reconfirm 100% of the reservations for accuracy and to ensure a positive travel experience • Monitors the travelers' flights via our 3rd party application • Able to utilize supplier programs to ensure the traveler has his/her travel preferences • Request upgrades at hotels and with other suppliers

	<ul style="list-style-type: none"> • Maintain a strong, productive relationship with the client • Must be proactive with quality controlling travelers travel profile and preferences • Maintain a strong, productive relationship with relevant travel suppliers • Counsel client on traveler safety considerations, government travel regulations, preferred supplier support, savings opportunities and logistical routings and options • Monitor travelers en-route experience and address any disruptions before they occur • Must be articulate with both verbal and written communication • Continually provide excellent customer service • Utilize time management skills to efficiently organize the workflow • Project a mature and professional demeanor when interacting with departmental personnel and clients. • Perform other duties required under the Concierge program
<u>Essential Functions:</u>	<ul style="list-style-type: none"> • Must be available for the Concierge Traveler outside of normal business hours • Participate fully as a team member to assist as needed in completing all functions relating to servicing customers • Research and provide solutions to travel-related problems clients experience • Keep fully informed about all airline rules and regulations, tariffs (domestic) and other industry requirements and accurately apply this information when making travel arrangements • Follow World Travel, Inc. procedures, guidelines, and standards in areas of customer service, building Passenger Name Records (PNRs) and profiles, ticketing, utilization of management information systems, productivity, attendance, and accuracy of work • Must be able to work under pressure • During emergency situations and/or poor weather conditions, ensure coverage of client needs • Maintain a high level of competency in operating the global distribution system (GDS) • Attend staff and training meetings (virtual or in-person) for ongoing updates in the travel industry, office procedures and company updates • Ensures optimal customer service through effective use of WTI phone systems and following WTI phone standards.

	<ul style="list-style-type: none"> • Keep immediate manager promptly and fully informed of all potential problems or unusual matters of significance and take prompt corrective action where necessary or suggest alternative courses of action which may be taken. • Maintain a favorable working relationship with company employees to foster and promote a cooperative and harmonious working climate which will be conducive to maximum employee morale, productivity and efficiency/effectiveness • Meet and maintain performance standards defined for Concierge Corporate Travel Consultants • Demonstrate strong customer service orientation (internal and external); diplomacy and tact required in contact with clients, vendors, and co-workers; courteous, professional phone manner • Must work well independently • Exercise good judgment
<u>Physical Factors/Environment:</u>	<p>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.</p> <p>Individuals are required to sit for extended periods of time, e.g., an 8-hour shift with appropriate break periods. Individuals must be seated at a desk with a dual-monitor computer and telephone. Individuals are required to answer the telephone and type on the computer's keyboard. Headsets for the telephone are available.</p>
<u>Working Conditions: Schedule:</u>	<p>The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</p> <p>World Travel, Inc.'s offices are traditional corporate offices.</p> <p>For the most part, ambient room temperatures, lighting, and traditional office equipment are as found in a typical corporate office environment.</p>
	<p><i>This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as is reasonable.</i></p>