



JOB DESCRIPTION – Hotel Payment Coordinator

<u>Position Title:</u>	Hotel Payment Coordinator
<u>Senior Leadership Team Leader:</u>	Senior Vice President, Business Solutions
<u>Team Supervisors:</u>	Hotel Payment Supervisor
<u>Team Membership:</u>	Business Solutions (Support Agent Team)
<u>Location:</u>	Virtual
<u>Job Status:</u>	Non-Exempt
<u>Supervisory Responsibilities:</u>	None
<u>Objective of the Position:</u>	<p>The primary objective of this position is twofold:</p> <p>(i) to support World Travel, Inc.’s Operations Team to ensure that hotel reservations are successfully set up for direct bill and related reservations are , and</p> <p>(ii) to provide Team Members with an entry-level corporate travel agency position.</p> <p>As a member of the Business Solutions Team, this person is expected to perform other related tasks as they may be assigned.</p>
<u>Job Summary:</u>	<p>This person is a member of the Business Solutions Team, and more specifically, the Support Agent Team. The Team is led by the company’s SVP, Business Solutions. With respect to the team of Support Agents, they are led by two Supervisors.</p> <p>A Direct Bill Support Agent’s primary function is to set up direct bill for our clients at hotels. In addition, this person will perform quality control review and related tasks for travel reservations made by an end-user (traveler) using a corporate online booking tool (e.g., Concur Travel, Deem).</p> <p>A Direct Bill Support Agent will also provide general Reservation Center (office) support by completing tasks such as answering the phone at the reception desk; efficient call handling for Reservation Center; calling or holding for an airline, hotel, car, limo or rail vendor; faxing documents; filing documents; and other administrative tasks.</p> <p>This position requires a highly organized, detail-oriented, logical thinker who can quickly grasp new vocabulary and industry-specific concepts. Individuals committed to lifelong learning are a good fit for this position.</p>

<p><u>Essential Functions:</u></p>	<ul style="list-style-type: none"> <li>•Accurate completion of at least thirty (30) direct bill transactions per day.</li> <li>•Demonstrable comprehension of industry–specific air carrier terminology such as aircraft, flights, classes of service, city codes, passenger services, frequent flyer programs, infant/child travel, discussing reservations directly with carrier, in-flight services, air fares and basic fare calculation principles, electronic ticketing, forms of payment, refunds and exchanges.</li> <li>•Demonstrable comprehension of industry-specific terminology in regards to hotel reservations including but not limited to rate structure, property and room classifications, types of hotels and brands, codes, reservation procedures and preferences.</li> <li>•Demonstrable understanding of and ability to use Global Distribution System (GDS)</li> <li>•Ability to communicate clearly and effectively, particularly with end-user travelers; strong customer service skills</li> <li>•Sitting for long 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.</li> <li>•Some bending and lifting is required (up to 30 lbs.)</li> <li>•Consistent, predictable attendance is essential</li> </ul>
<p><u>Time Spent Performing Essential Functions (Generally):</u></p>	<p>Support Agent/Direct Bill Hotel Tasks = 80%</p> <p>General Administrative Tasks = 20%</p>
<p><u>Competency and Position Requirements</u></p>	<ul style="list-style-type: none"> <li>•Computer proficiency including some knowledge about hardware</li> <li>•E-mail proficiency</li> <li>•MS Office proficiency (Word, Excel)</li> <li>•Sound knowledge of world geography</li> <li>•Superior verbal and written communication skills are a must</li> <li>•Proven ability to take initiative, adapt quickly to changing priorities, and work with a high sense of urgency</li> <li>•Excellent written and verbal communication skills, particularly with a customer service focus</li> <li>•Independent worker who is a self-starter and who is willing to learn</li> <li>•Strict attention to detail</li> <li>•Ability to work in a fast-paced, stressful environment</li> <li>•Commitment to lifelong learning</li> </ul>
<p><u>Education and Experience Requirements</u></p>	<ul style="list-style-type: none"> <li>•A high school diploma or equivalent</li> <li>•Three (3) years’ experience in a fast-paced customer service position</li> </ul>
<p><u>Quality and Quantity Standards:</u></p>	<p>In addition to their ability to perform the functions, tasks, and duties described herein, this person’s successful performance review is also dependent upon:</p> <ul style="list-style-type: none"> <li>•Accurate completion of at least thirty (30) direct bill transactions per day and no</li> </ul>



	<p>less than one hundred fifty (150) per week.</p> <ul style="list-style-type: none"> <li>•No complaints from end users (travelers) or internal customers (Team Members) regarding quality of customer service, friendliness, ability to collaborate and cooperate</li> <li>•Demonstrable knowledge of corporate travel</li> <li>•Ability to meet deadlines and manage multiple (and sometimes competing) deadlines</li> <li>•Ability to fulfill front desk/receptionist responsibilities when necessary</li> </ul>
<u>Physical Factors/Environment:</u>	<ul style="list-style-type: none"> <li>•Traditional corporate office building located in corporate park.</li> <li>•Desk with storage, along with traditional wheeled office chair will be provided to Team Member.</li> <li>•Team Member will be provided a computer with dual monitors, and a desk phone.</li> </ul>
<u>Working Conditions; Schedule:</u>	<ul style="list-style-type: none"> <li>•Full time, Monday-Friday, 40+ hours per week.</li> <li>•Anticipated schedule is varied shifts; however, schedule is flexible as long as the majority of the work hours are during traditional business hours.</li> <li>•Team Member may be asked to report to a World Travel, Inc. office for training, support, or other reasons. World Travel, Inc. may make such request at any time, within reason.</li> </ul>
	<p><b><i>This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as is reasonable.</i></b></p>

By signing in the area designated below, the undersigned approve and understand the content of this job description.

<u>Senior Leadership Team Leader:</u>	Signature:
	Date:
<u>Team Member</u>	Signature:
	Date: