

<b>POSITION TITLE:</b>	<b>Travel Consultant (Start Date: 3/19/19)</b>
<b>DEPARTMENT:</b>	<b>Reservations</b>
<b>REPORTS TO:</b>	<b>Call Center Manager; Director of Reservations</b>
<b>CLASSIFICATION:</b>	<b>Full-time Non-Exempt; Hourly</b>
<b>DIRECT REPORTS:</b>	<b>None; Non-Supervisory Position</b>
<b>SALARY/WAGE:</b>	<b>\$16.00/hour; plus potential sales incentives</b>

***If you have a passion for travel and want to join the exciting international travel industry, this Travel Consultant job may be for you!***

Avanti Destinations is the leader for independent travel to Europe, Central & South America, and Asia; including air, rail, cars, hotels, sightseeing, transfers and other experiential travel options. We specialize in providing hand-picked, locally owned hotels in large and small cities, as well as hard-to-find-options for experienced travelers.

**Please note:** *The start date for this position is **March 19, 2019**.*

*All Travel Consultants are required to complete a 3-week, intensive training program that is conducted by the organization. Only unplanned absences for illness, injury or emergencies will be accommodated during the training period. If you have any conflicts that may require you to be absent at any time during the training program from **March 19<sup>th</sup> through April 5<sup>th</sup>**, please consider applying for the position when it is posted next.*

### **Job Profile and Description**

A **Travel Consultant** sells tailor-made vacation packages to travel agents. Their responsibility is to respond to calls from the customers to facilitate quotes and bookings, answer questions and inquiries about Avanti's products and destinations, provide web assistance, troubleshoot problems, provide information and handle complaints. Travel Consultants are required to meet Avanti's quality standards and accuracy levels to achieve company goals and support all functions within the call center.

**This is a Full-Time entry-level position eligible for participation in a comprehensive company benefits & perks program.** Avanti offers low-cost medical and dental coverage, vacation and sick-time off, paid holidays, reduced cost Tri-Met passes (benefit eligibility begins at the beginning of the month following 60 days of employment).

### **Requirements, Skills and Experience** *(Minimal standards to successfully perform the job)*

- Passion for travel
- Excellent communication skills: verbal, listening and written
- Polished telephone etiquette, upbeat and friendly personality
- Previous call center experience preferred
- Strong computer skills
- Strong sales aptitude
- Customer service experience helpful but not required
- Excellent problem solving, complaint resolution and negotiation skills
- Highly organized and detail-oriented
- Able to adapt to changing policy and product in a fast-paced environment
- Demonstrate exceptional habits of dependability and attendance
- Able to work any shift time during hours of operation (6:30 am - 5:30 pm, Monday - Friday)
- Available for overtime hours as needed
- European, Asian and Latin American travel and/or geography knowledge

- Passion for delivering quality service and making a difference in the customer experience
- Demonstrate a professional and polished demeanor with a positive, upbeat, and friendly personality
- Can learn quickly and adapt to change in a fast-paced, high performance driven culture
- Demonstrate exceptional habits of dependability and attendance

### Physical Activities and Requirements

- **FINGER DEXTERITY:** Using primarily just the fingers to make small movements such as typing, picking up small objects, or pinching fingers together.
- **TALKING:** Especially where one must frequently convey detailed or important instructions or ideas accurately, loudly, or quickly.
- **AVERAGE HEARING:** Able to hear average or normal conversations and receive ordinary information.
- **AVERAGE VISUAL ABILITIES:** Average, ordinary, visual acuity necessary to prepare or inspect documents or products or operate machinery (copy machine, keyboard, etc.).
- **PHYSICAL STRENGTH:** Sedentary work; sitting most of the time. Exerts up to 10 lbs. of force occasionally.

### Mental Activities and Requirements

- **REASONING ABILITY:** Ability to apply common sense understanding to carry out detailed but uninvolved instructions and to deal with problems involving a few variables.
- **MATHEMATICS ABILITY:** Ability to perform very basic math skills including adding, subtracting, multiplying, and dividing two-digit numbers; the four basic arithmetic operations with money; and operations with units such as inch, foot, yard; ounce, and pound (or their metric counterparts).
- **LANGUAGE ABILITY:** Ability to use passive vocabulary of 5,000-6,000 words; read at a slow rate; and define unfamiliar words in dictionaries for meaning, spelling, and pronunciation. Ability to write complex sentences, using proper punctuation, and using adjectives and adverbs. Ability to communicate in complex sentences, using normal word order with present and past tense and good vocabulary.

*In accordance with the Americans with Disabilities Act, it is possible that physical and mental requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.*

### Education and Qualifications

- Have high school diploma or GED equivalent

### Performance Measurements

- Call Center Representative functions are efficiently, effectively, and accurately performed in accordance with established policies, standards, and security procedures.
- Good business relations exist with customers. Customer problems and complaints are promptly and professionally addressed and resolved.
- Accurate and complete information about Company products and services is provided to customers.
- Good working relationships and coordination exist with area personnel and with management. Appropriate assistance is provided to area staff as needed. Supervisor is informed of activities.
- The Company's professional reputation is conveyed and maintained.

### Business Relationships

Avanti's **Travel Consultants** exceed Company objectives by working closely with supervisors and leads to ensure accuracy, quality customer service and business goals/standards are met.