

Vacation Travel Specialist

Atlas Travel & Technology Group

FLSA Status: Non-Exempt

This position reports to: Manager, Leisure Travel Services

Overview: The Vacation travel specialist advises and sells vacations and other personal trips to our customer base. This position requires a working knowledge of products and destinations. This position requires a person who is capable of managing a book of business with little or no direction. While this person must have a sales and profitability focus, they must also be very comfortable in dealing with demanding, high end clientele.

Responsibilities and Duties:

- Sell all travel agency products and services to clients (including tours, cruises, airline tickets, car, hotel, rail and travel insurance), focusing on promoting preferred suppliers, maximizing profit opportunities, while assuring best value for the customer
- Assist senior consultants with researching and processing to build proficiency and confidence
- Ensure all client data is collected and recorded in CRM tool for future transactional and marketing purposes
- Follow all process in place for collecting payments and invoicing bookings to ensure sales are appropriately credited to them and to leisure department
- Capable of consultative selling in order to ascertain the budget, style, and preferences a customer requires to ensure a successful travel experience
- Must look at profit opportunities such as upselling and cross selling as inherent in the process
- Must have customer service focus and respond to customer requests in a timely manner
- Handle customer service issues and escalate if necessary
- Must be able to participate in Familiarization trips to keep current
- Attend industry functions and conferences to keep current

Skills/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.

- Product and Destination knowledge
- Technologically Savvy
- Able to manage client interaction from initial inquiry to closing the sale, to follow up.
- Problem solving, critical thinking skills,
- Must have excellent demonstrated interpersonal skills,
- Must be detailed oriented, great with organization

- Communication and customer service skills

Education and/or Experience:

- 1 year of sales or customer service experience

PC Skills:

Internet searching, MS Office (e.g. MS Word and Excel), GDS and CRM.

Language Skills:

Ability, to communicate in standard business English both written and spoken. Ability to read and comprehend simple instructions, correspondence and memos. Ability to effectively present information in one-on-one, small group situations to customer, clients and other employees of the organization.

Physical and Mental Demands:

The requirements 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.

- Requires an adequate range of body motion and mobility to enable the individual to perform the essential functions of the job.
- Requires ability to remain in a stationary position for prolonged periods of time throughout the workday.
- Requires ability to move about to access file cabinets, office equipment, etc.
- Requires ability to operate a computer, telecommunication's devices and other office equipment for prolonged periods of time throughout the work day.
- Requires ability to express or exchange ideas by means of the spoken word. Talking is important for those activities in which the employee must impart oral information to other employees, clients and customers, in person or via telephone, and in those activities in which they must convey detailed or important spoken instructions and information to others accurately, clearly and quickly.
- Requires the ability to perceive the nature of sounds. Hearing is important for those activities that require ability to receive detailed information through oral communication, in person or via telephone, and to make fine discriminations in sound.
- Requires clarity of near vision. This factor is important when special and or minute accuracy is demanded and defective near acuity would adversely affect job performance and/or safety of self and others.
- Requires ability to work other shifts and weekends and in excess of 40 hours/week, as necessary.
- Requires the ability to work and cooperate with other employees and clients at all levels and from diverse backgrounds to exchange ideas, information and opinions to facilitate the task at hand.

Travel *(for positions requiring travel):*

- Requires ability to travel by car, plane and train for prolonged periods of time domestically and internationally and to move and transport personal luggage.

Work Environment:

The work environment characteristics described here 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.

The normal work environment is a typical office environment.