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# Example of Travel Counselor Job Description

Our growing company is looking to fill the role of travel counselor. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for travel counselor

* Pro active manage travel problems, complaints or refunds
* Assist with billing and T&E reconciliations and Direct Billing as needed
* Use available sources such as news agencies, to stay informed of current international affairs
* Understanding and expertise in international travel requirements, visas and passports
* Creates travel arrangements for worldwide destinations including Mexico, Caribbean, Europe, Asia, Pacific, and South America
* Maintains relationships with current clients through direct marketing
* Incumbent should have good knowledge of domestic international Visa requests
* Confirm travel itinerary request by email/fax within the stipulated Service Level Agreement
* Handle global travel requests from Sony Music employees
* Follow-up communications with card members (email, outbound call) to complete reservation, notify of schedule changes

## Qualifications for travel counselor

* Basic understanding in international travel requirements and destination knowledge a plus
* Preferred understanding of international travel requirements
* Able to work rotation on Saturdays
* At least 1 year tenure in current role with CWT, ME on the most recent appraisal, and no corrective action or enrolled to PIP in the past 12 months (for internal applicants)
* Ability to provide 1st level of support for customer service and technical issues
* Verbal and written communication since scope is both calls and emails