



Example of Travel Agent Job Description

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Our company is growing rapidly and is searching for experienced candidates for the position of travel agent. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for travel agent

- Responsible for the successful completion of travel arrangements within CWT and client guidelines, meeting the standards of excellent customer service
- Active participant in formal in house training class for up to 12 weeks and/or on the job training learning the reservation process, computer reservation system (CRS), customer service standards and the account specifics
- Learning to apply the customer service, computer reservation system (CRS), and specific account standards after completing in house training class, utilizing resources available to them
- Follow Training guidelines
- Creates domestic reservations for clients to include air, hotel, rail, and ground transportation
- Supports accounts
- Receives direction and supervision from a range of positions, including but limited to the training liaison, training manager, lead travel counselor, supervisor and/or manager
- Interacts with traveler or travel arranger, and provides 1st level of support for customer service and technical issues
- Booking travel requirements - to include air, hotel, rail and car hire - both within the UK, Europe and further afield
- Being aware of their travel budgets and offering advice on the best deals available

Qualifications for travel agent

- Ticketing and researching ticketing problems
- Quality control of ticketing and reservations
- Research and obtain competitive rates, utilizing knowledge of preferred vendor programs
- Perform accounting and financial duties including invoicing and cost allocations
- 40 hour work week, some overtime may be required