



Example of Travel Agent Job Description

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Our company is looking for a travel agent. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for travel agent

- Communicate travel options with conference participants and/or group bookers
- Search for possible itineraries with respect to BCD Meetings & Events preferred suppliers
- Request and negotiate rates with airlines to meet the goals and objectives of the client
- Create customer contracts, set up deadlines and inform customers accordingly
- Issue transportation documents according to the specific rules of each project and ensure the correct administration
- Manage changes and cancellations
- Invoicing of deposits and sold products to clients, follow up on client payments and the after sales process
- Organization - Maintain Q-Minders to automate due dates for payments and all reservation follow-up
- Quality Standards – Completes Bon-Voyage and other lead follow-up as required
- Handle inbound sales calls from prospective passengers, identify their needs and provide a solution, sell the Viking Cruises benefits and complete the reservation booking process*

Qualifications for travel agent

- 40 hour work week, some overtime may be required. Other duties as assigned
- Shift hours work schedule
- Experience with at least one GDS reservations system(s)
- Experience booking International travel preferred
- Experience with Group bookings preferred