



Example of Travel Counselor Job Description

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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

(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