



Example of Travel Counselor Job Description

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Our company is growing rapidly and is searching for experienced candidates for the position of travel counselor. 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 counselor

- Have the ability to process reissues on an individual basis
- First level online support for the client's online booking tool including navigation assistance
- Ensure that targets are met for the Global TSF, hotel attachment and Transactions
- Provide travel services to travelers and their traveler assistants
- Be the point of contact to our client and take care of their travel requests by phone or e-mail
- Advise and inform the client on our services (on- and offline) by offering itinerary proposals and price comparisons
- Manage the reservation and ticketing process
- Ensure the customer experience is positive for every single query
- Excellent teamwork and time management skills
- Thorough knowledge of air reservations and ticketing, rail, car and hotel reservations with Amadeus, Galileo or Sabren (necessary requirement)

Qualifications for travel counselor

- Those who are more experienced will be considered as a Senior Travel Consultant
- 5-7 years experience in the travel industry in a similar position, experience working with VIP clientele preferred

- Generate sales report on Group Air and provide regular project updates on Group air proposals
- Minimum of 1 year experience in a customer service related field
- Should be comfortable in working 24*7 shifts