



Example of Travel Counselor Job Description

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Our company is growing rapidly and is looking for a 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

- Exercise tact and strong initiative, good organization and prioritization of tasks, and detailed follow through with day to day travel operations and projects
- Help resolve billing discrepancies promptly as needed
- Build and update Traveler Profiles in computer system
- Keep current with changing technology on Apollo and Concur
- Attend training classes as necessary
- Have a working familiarity with Ferguson's Corporate Travel Policy and work to insure travelers comply with its guidelines
- Be available to assist in other projects as assigned
- Handle any specific needs travelers may have, always striving for optimum client satisfaction
- Maintain good rapport with travel service vendors
- Work effectively and with a pleasant attitude amidst a competitive and rapidly changing corporate environment

Qualifications for travel counselor

- Understanding and expertise in international travel requirements
- This position is located in the Pacific Time Zone
- Knowledge of international and domestic geographical locations, proper spelling of locations, points of interest

- Travel booking experience and knowledge of GDS, Apollo, or Worldspan will give you a head start