



Example of Travel Counselor Job Description

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Our growing company is looking to fill the role 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

- Handle corporate clients with their travel requirements like reservation/ticketing/fares and visa requests
- Should be able to manage stress and pressure
- Ensure Travel policies are adhered
- Expect to work on financials (card reconciliation will be extra advantage)
- Ensure latest updated policies, procedures, desk Instructions are read & complied
- STC will work in collaboration with US counterparts to fulfil the reservation from start to ticketed PNR
- The ability to be highly productive in a self-directed work environment which fosters open communication
- To meet and exceed the quality service delivery expected by our customer, including specific SLA metrics
- Provide accurate leisure travel arrangement for general, American Express card member or corporate accounts including air, hotel, visa application, car, ground transportation arrangement, tour package & cruise booking
- Provide leisure Travel Services planning of itineraries, making reservations, ticketing for international markets

Qualifications for travel counselor

- Adaptability in a fast-paced environment

- Experience working with groups & leisure a plus
- Operation management, including floor support, real-time monitoring of service level, e-mail management (client and internal)
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