

## JOB DESCRIPTION

<b>Job Title</b>	Senior Business Travel Consultant (US)
<b>Responsible To</b>	Operations Director
<b>Reports</b>	None
<b>Summary of the role:</b>  To provide a seamless travel management service to all clients in the US and support UK Out of Hours	
<b>Responsibilities:</b> <ul style="list-style-type: none"><li>• Handling all travel requests from a wide variety of business travel clients</li><li>• Researching worldwide itineraries via Apollo &amp; Sabre GDS to make propositions to clients that are both efficient and cost-effective</li><li>• Delivering excellent customer service</li><li>• Building rapport and strong relationships with clients</li><li>• Following clients' profiles and adhering to company policy</li></ul>	
<b>Key Tasks:</b> <ul style="list-style-type: none"><li>• Offering advice in all aspects of Business Travel</li><li>• Cooperate with clients to determine their needs and advise them appropriate destination, modes of transportations, travel dates, costs and accommodations.</li><li>• Make sure propositions are efficient and cost-effective within companies' policy.</li><li>• Dealing with cancellations and amendments, including schedule changes and refunds.</li><li>• Responding to phone calls and emails within set time scales.</li><li>• Checking &amp; arranging Passport &amp; Visa requirements</li><li>• Amend existing bookings and recalculating airfares accurately</li><li>• Ticketing: accurately applying US commission levels</li><li>• Responsible for accurate accounting and invoicing to clients</li><li>• Management of Corporate Membership Accounts: BA On Business, BenefitPlusPoint etc</li><li>• Booking rail: domestic / international</li><li>• Booking cars and airport transfers</li><li>• Proactive management of client profiles</li><li>• Adhere to in-house booking procedures</li></ul>	
<b>Skills, Qualifications, Knowledge and Experience:</b>	

- Capable of managing a variety of corporate accounts in a fast paced environment
- The ability to identify and create additional revenue opportunities and/or value added services relevant to the client's requirements
- A strong, methodical and accurate work ethic to service all bookings from initial enquiry through to invoice and ticketing
- Exceptional customer service, to include proactive travel advice and demonstrable cost savings to our clients
- Confidence in all aspects of fares & ticketing, including net/corporate fares
- The ability to calculate and manage Air, Eurostar & Rail refunds
- Able to work without supervision and manage own workload
- Experienced in using a GDS: Amadeus / Galileo / Sabre.
- Proven ability to create international travel arrangements including air, hotel and ground transportation
- Excellent product knowledge: Airlines & Hotels
- Knowledge of net and published fares
- Professional manner
- Qualified to IATA levels 1 and 2, 3 Virgin Atlantic Fare and Ticketing
- Good geographical knowledge and a keen eye for detail
- Attention to detail
- Good team player
- Problem solver
- Able to keep accurate record
- Excellent Telephone skills and proficient in use of Word and Excel