

Onsite Aviation Travel Counselor

Location: Flight Options/Flexjet, Cleveland, OH

Schedule: Full-time

Posting: Aug 17, 2016 - Aug 31, 2016

Job Description

As an Onsite Aviation Travel Counselor within Global Crew Logistics, you will be handling the travel arrangements for one specifically assigned customer. You will sit onsite at Flight Options/Flexjet working with the Scheduling department and the Logistics department providing air, car and hotel bookings for crew members as well as the administrative travelers. You will research the best route and the lowest prices on domestic and international bookings. You should exhibit skills in areas of problem resolution, customer service and technology knowledge.

Job Functions:

- Planning itineraries
- Advising clients
- Making and confirming bookings via a Global Distribution System, namely Sabre
- Booking hotels, air travel, and car rentals
- Issuing tickets
- Modifying existing bookings when changes occur
- Researching travel information
- Maintain client profiles, ensuring special requests and reward program information such as frequent flyer, frequent hotel guest, and car rental IDs are included
- Monitor, sort and work GDS queues daily to maintain quality control
- Know and use airline/aviation terminology, codes, fare basis, airline rules and tariffs, resource guides, books and industry contacts
- Assuring client satisfaction
- Networking with industry professionals
- Ongoing training with other team members and management
- Move market share for Flight Options/Flexjet

Transferable Skills:

- Come to work promptly and regularly
- Take direction and work well with others
- Work under stress and meet deadlines
- Must be able to change productively and to handle other tasks as assigned
- Assume and perform other duties and responsibilities not specifically outlined herein, as requested
- Good customer service skills
- Being detail oriented

- Good oral and written communication
- Being amicable and approachable
- Being professional
- Computer knowledge
- Comprehensive industry knowledge
- Professional telephone skills
- Ability to work independently, exercising discretion and judgement
- Good problem solving
- Knowledge of office technology platforms
- Ability to manage multiple tasks and changing priorities
- Ability to maintain work volume and quality consistent with peers
- Ability to manage responsibilities in a manner to result in lower costs and better efficiencies for the company
- Competency to maintain positive client and co-worker relationships—Establishing, developing and maintaining trust and loyalty over time and through change
- Capability of working in a team environment supporting management and staff, following policies, assisting in special projects, and taking on additional responsibility

Qualifications:

- A minimum of 2 years recent experience selling domestic and international travel is required.
- Thorough knowledge of travel industry, fares and markets.
- Strong domestic, basic international, hotel and car rental knowledge.
- GDS/computer reservations experience is required, Sabre is preferred.
- Demonstrated professional customer service skills.
- Demonstrated problem solving skills.
- Proficiency in Microsoft Office applications preferred.
- Demonstrated internet research skills for customer information.
- Time management skills are a must, with the ability to multi-tasking and re-prioritizing workload regularly to meet deadlines.
- Must have a can do attitude, curiosity and a healthy competitiveness.
- Willingness to accept frequent feedback and openness to incorporate changes in service style.
- Ability to work flexible shifts including nights and weekends is essential.

We service Flight Options/Flexjet 7 days per week. New hires will receive a shift between 10:00 AM and 10:00 PM, Thursday – Saturday and every other Wednesday or 10:00 AM – 10:00 PM Sunday – Tuesday and every other Wednesday. Hours of operation may change due to business need.

Benefits: (Based on individual elections)

- Medical, Dental and Vision insurance.
- Medical and dependent care reimbursement programs.