



TITLE –FLOATER TRAVEL COACH

Division/Department:	Onside Client
Location:	Portland, Oregon
Job Title:	Floater
Reports to:	Team Leader

Type of position:	Hours <u>40</u> /week
<input checked="" type="checkbox"/> Full-time	<input type="checkbox"/> Exempt
<input type="checkbox"/> Part-time	<input checked="" type="checkbox"/> Nonexempt
<input type="checkbox"/> Contractor	

GENERAL DESCRIPTION

The Floater position is responsible for supporting various departments as needed. Hours may vary daily, ranging from 6am to 6pm 8 hours per day. This position requires flexibility, and should be a senior agent with knowledge in all departments including Domestic, International, VIP, Groups, Customer Service and Ticketing. Fulfills traveler’s requests in air, car and hotel bookings. Assists with customer service issues and ticketing support. This dynamic role requires you to be a quick learner, alert, focused, multi-task and follow instructions.

ESSENTIAL FUNCTIONS & RESPONSIBILITIES

- Respond to client requests and inquires in a call center environment though platforms such as phone, email or online booking tool.
- Receive, initiate and process reservations received by booking and ticketing airline, rail, car, hotel and limo services in accordance with client requests.
- Utilize Global Distribution Systems (GDS) queues, scripts, and programmable keys to successfully fulfill travel requests.
- Promote the acceptance of the lowest fare; apply discount programs appropriately.
- Troubleshoot and/or contact GDS help desk when and if appropriate.
- Act as the advocate for the client at all times to ensure travel needs are met and customer satisfaction exceeds expectations.
- Special projects assigned by Team Leader or requested by our client.

EDUCATION & EXPERIENCE

- 5+ years in Corporate Travel environment required
- High School graduate or equivalent
- Travel, Hospitality and Tourism certification or college degree preferred
- Intermediate level GDS –Sabre & Apollo experience required

MINIMUM REQUIREMENTS (REQUIRED SKILLS)

- Excellent verbal and written communication skills
- Ability to work independently with control and organization.
- Ticket own records.
- Ability to proactively address client needs

