

## TITLE - AROUND THE CLOCK CUSTOMER COACH

Division/Department:	Customer Coach
Location:	
Job Title:	Around the clock Customer Coach
Reports to:	ATC 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

Reporting to the Team Leader, the Around-the- Clock Customer Coach is responsible for applying a consistently high level of customer service to all corporate clients during non core business hours; accurately managing all travel requests bu following established process and procedure.

### ESSENTIAL FUNCTIONS & RESPONSIBILITIES

- Book and/or ticket airline, rail, car hotel, limo reservation in accordance with client request
- Strong international booking experience
- Apply Travel Solutions processes and procedures to 100% of all client requests
- Fulfill online booking requests as assigned
- Understand and apply all airline rules and any applicable Corporate discount programs appropriately
- Utilize GDS queues, scripts, and programmable keys to successfully fulfill client services
- Troubleshoot and/ or contact GDS help desk when and if appropriate to do so.
- Other duties as signed.

### EDUCATION & EXPERIENCE

- 5+years in Corporate Travel environment required.
- High school graduate or equivalency required
- Some College preferred
- Intermediate level experience with SABRE Global Distribution System required

### MINIMUM REQUIREMENTS (REQUIRED SKILLS)

- Excellent verbal and written communication skills
- Must be able to work autonomously with control and organization
- Strong interpersonal skills