

Job Title:	Corporate Travel Concierge	Department:	Operations
Location:		Team:	Concierge
Date posted:		Reports to:	Team Leader

Salary Grade:	Type of position:	Shift:
	<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Contractor <input type="checkbox"/> Intern	Hours _____ / week <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt

JOB SUMMARY

This position is responsible for travel information and arranges accommodations for customers by performing the following duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Servicing customers through various delivery channels (via, phone, email, and web requests) to meet or exceed client objectives of utilization, brand recognition, and customer loyalty.
- Researches, recommends, and fulfills on customer requirements.
- Provide Program Benefit Support, delivering on client value propositions while providing a seamless customer service experience when dealing with other departments.

COMPETENCIES. To perform the job successfully, an individual should demonstrate the following competencies:

- **Analytical** - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data.
- **Design** - Applies design principles; Demonstrates attention to detail.
- **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Works well in group problem solving situations.
- **Customer Service** - Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Interpersonal Skills** - Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; responds well to questions.
- **Written Communication** - Writes clearly and informatively; Varies writing style to meet needs; Able to read and interpret written information.

QUALIFICATIONS. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Disclaimer:
 The statements mentioned above are a general description of the level of work being performed by the people assigned to this position. This is not to be interpreted as a complete list of all responsibilities, duties and skills required of candidates and employees. All company personnel may be required to perform duties outside their normal job functions when assigned.

EDUCATION AND/OR EXPERIENCE:	
<ul style="list-style-type: none"> • Minimum 2 years' experience booking travel arrangements in a corporate environment. • Well-traveled, both domestically & internationally. • Familiarity with the luxury market, either professionally or through personal experience. • Previous experience working with VIP clientèle. • Understands and is able to book all travel components including but not limited to airfare, accommodations, and transportation. • Excellent phone manner and written communication style. 	
LANGUAGE SKILLS	
<ul style="list-style-type: none"> • Ability to read and comprehend simple instructions, short correspondence, and memos. • Ability to write simple correspondence. • Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization. 	
COMPUTER SKILLS	
<ul style="list-style-type: none"> • Proficient in MS Office, e-mail applications, and internet browsers. 	
REASONING ABILITY	
<ul style="list-style-type: none"> • Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. • Ability to deal with problems involving a few concrete variables in standardized situations. 	
OTHER SKILLS AND ABILITIES	
<ul style="list-style-type: none"> • Associates degree in Travel and Tourism Management/Travel and Hospitality Management preferred and/or relevant experience. • Multi-lingual: Cantonese, Mandarin, Italian, Spanish, Russian, French, German, Arabic is a plus. • Hotel Concierge/Guest Services and/or Call Center Concierge experience. 	
MATHEMATICAL SKILLS	
<ul style="list-style-type: none"> • Ability to add, subtracts, multiply, and divides in all units of measure, using whole numbers, common fractions, and decimals. • Ability to compute rate, ratio, and percentages. 	

REVIEWED BY	<i>Title</i>
APPROVED BY	<i>Title</i>
LAST UPDATED BY:	<i>Date:</i>

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