



JOB POSTING

POSITION: Travel Counselor (Road Show – 2nd Shift)
DEPARTMENT: Road Show
REPORTS TO: Manager, Road Show Operations
LOCATION: Allston, MA

Commonwealth Worldwide (CWW) is looking for a Road Show Travel Counselor to join the team in our Allston, MA office. This position will carry out day-to-day functions of the Road Show department as designated by management/leadership, as needed and based on company needs.

This is a Sun-Thursday position. Hours are 3-11 p.m. or 4-midnight.

Responsibilities:

- Answer incoming calls within three rings, according to the 3-ring policy
- Monitor and respond to the Road Show Desk inbox and customer inquiries
- Make reservations/changes/cancellations in accordance with Call Center Procedures
- Use Livery Coach Maintenance to build group names and accounts
- Check itineraries received from clients for accuracy (i.e. allowing enough time to get from place to place, verifying addresses and flight information, confirming proper vehicle type for passenger count)
- Familiarize self with clients' travel and booking needs, including, but not limited to:
 - preferred methods of billing
 - preferred confirmation method
 - specific requests
- Coordinates manifests to affiliates, as needed
- Verbally confirm all Road Show farm-out reservations with the affiliate the day before the trip takes place (or on Fridays for trips Saturday-Monday), in accordance with call center procedures
- Seek project list when daily tasks are completed
- Understand our services, including: pricing, vehicle types, travel times, airport procedures and codes, affiliate network
- Fully document each step of resolution processes to ensure customer service level is maintained even after service failure. This is paramount to the success of this position, as well as attention for process improvement opportunities
- Support the all Call Center departments/areas as well as all other CWW departments based on company need and/or as directed by Management

Requirements:

- Education - minimum high school diploma, GED or equivalent, some college preferred
- Two years customer service or call center experience
- Strong background in travel, tourism or hospitality industry
- Proficient in windows-based computer applications including Microsoft Applications and Livery
- Strong customer service/support and problem resolution skills required
- Strong communication skills, both oral and written, required
- Strong attention to detail and process required
- Solid judgment skills and sense of urgency required
- Experience in a fast-paced, mission-critical environment a plus



Physical Demands:

- Primarily remains in a stationary position
- Primarily operates a computer and other small office equipment (calculator, binding machine)
- Frequently moves about inside the office to access printers, copiers, fax
- Frequently communicates, in English, with employees at all levels

Commonwealth Worldwide Transportation is an Equal Opportunity Employer