



INTERNATIONAL RATE DESK COACH

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| Company: | TS24 |
| Division/Department: | Travel Operations & Customer Care Center |
| Job Title: | International Rate Desk Coach |
| Reports to: | Team Leader |

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| 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 International Rate Desk Coach is responsible for in faring complex, multi-segment international itineraries to secure the lowest fares and most economical routes.

ESSENTIAL FUNCTIONS & RESPONSIBILITIES

- Provide travelers with the lowest airfare on a booked international itinerary.
- Keep abreast on new fare rules and upcoming changes in fares
- Achieve savings through determining alternate break points within an itinerary and issuing two or more tickets to maximize the use of international currency fluctuations.
- Direct and provide assistance to the international customer coach regarding international faring
- Provide alternate carrier and/or routing suggestions to International Customer Coaches
- Challenge and negotiate airlines on appropriate international fare quotes
- Compile and execute international commission program for TS24
- Other duties as assigned

EDUCATION & EXPERIENCE

- 10+ years experience calculating international fares and international tariffs
- 8+years in Corporate Travel environment required
- Some College Preferred
- Advanced level experience with Global Distribution System(s)- specifically SABRE
- Excellent time management skills

MINIMUM REQUIREMENTS (REQUIRED SKILLS)

- Excellent verbal and written communication skills
- Ability to work independently with control and organization
- Demonstrated analytical skills