



To apply for this position, please email your resume to cherier@tpionline.com.

Helpdesk Coach - Job Description

Division/Department: Helpdesk

Location: 2500 Maitland Center Parkway, Suite 230 | Maitland, FL 32751-4174

Reports To: Cherie Rodgers, Helpdesk Manager, 407-331-3888 ext 8221, cherier@tpionline.com

Level/Grade: Entry Level

Type of Position: Full-time

Hours: M-F 9:00am – 6:00pm

Compensation/Benefits: Hourly starting range is \$10.00 - \$12.00 per hour. The position comes with the following benefits - Health Insurance*, Vacation Pay, Sick Pay, Personal Pay, and Full Discount Travel Benefits with IATAN ID Card. *TPI contributes flat amount towards total premium each month.

General Description: Responsible for coaching/educating/training new agents to our programs, including explaining TPI procedures and booking tools.

Key Tasks:

- Take incoming calls from new agents to answer basic questions about TPI procedures & our website.
- Explain to new agents how to use booking tools and explain their benefits
- Communicate with helpdesk teams about FAQ's and answers
- Create a database of FAQ & Answer for futures use

Requirements – Education (minimum):

- High School or equivalent.

Requirements – Computer Skills:

- Possess a strong working knowledge Microsoft Office Suite including Internet Explorer, Outlook, Word, Power Point and Excel.
- Possess the ability conduct online webinars using Webex or GoToWebinar.
- Possess the ability to use a Contact Management System like ACT or similar.

Requirements – People Skills/Other:

- Excellent communication skills at all levels including excellent listening skills.
- Ability to express oneself in writing.
- Read and write English in order to understand and interpret written procedures.
- Possess strong customer service skills and be able to work in a dynamic team environment.

Requirements – Experience:

- Posses experience on the industry, including Leisure and Corporate travel.
- Excellent knowledge about TPI procedures.
- Posses strong skills to coach & train.
- Basic Knowledge on the GDS products.
- Possess strong customer service skills.

Reviewed By:

Notes: