



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

HelpDesk (ACH) Support - Job Description		
Division/Department: Air/Car/Hotel HelpDesk Department		
Location: 2500 Maitland Center Parkway, Suite 230 Maitland, FL 32751-4174		
Reports To: Erwing Hernandez, HelpDesk Manager, 407-331-3888, ext. 210, erwingh@tpionline.com		
Level/Grade: Entry Level	Type of Position: Full-time	Dept. Hours: M-F 9am–9pm, S/S 9am-1pm
Compensation/Benefits: Hourly starting range depends upon experience. 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: The candidate for this position will be required to assist Independent Contractors by closely monitoring and conducting quality assurance reviews (Quality Control) on all agent transactions for air, car and hotel processed through Amadeus, Apollo, Sabre and WorldSpan.		
Key Tasks: <ul style="list-style-type: none">• Collaborate with Helpdesk Manager to facilitate processing of domestic and international air, car and hotel transactions processed through Amadeus, Apollo, Sabre and WorldSpan.• Ability to manage high volume of telephone calls while maintaining a high level of customer service.• Answer general questions regarding software and platforms.		
Requirements – Education (minimum): <ul style="list-style-type: none">• High School or equivalent.		
Requirements – Computer Skills: <ul style="list-style-type: none">• 3 years experience working in a travel agency (leisure or corporate) with 3 years experience on one or more GDS (Apollo, Amadeus, Sabre or WorldSpan).• Possess a strong working knowledge Microsoft Office Suite including Internet Explorer, Outlook and Word.• Possess the ability to use a Contact Management System like ACT or similar.		
Requirements – People Skills/Other: <ul style="list-style-type: none">• Work evenings & weekends if required.• Ability to work in a multi-task fast paced environment.• Excellent communication skills at all levels including excellent listening skills.• 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.		
Reviewed By:		
Notes:		