



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

HelpDesk (CTA) Support - Job Description		
Division/Department: HelpDesk Cruise/Tour/Accounting 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 12pm-6pm
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 on all agent transactions for cruises and tours.		
Key Tasks: <ul style="list-style-type: none">• Collaborate with Helpdesk Manager to facilitate processing of domestic and international cruise and tour transactions.• Ability to manage high volume of telephone calls while maintaining a high level of customer service.• Answer general questions regarding software and platforms.• Research and answer questions about commission due to Independent Contractors.		
Requirements – Education (minimum): <ul style="list-style-type: none">• High School or equivalent.		
Requirements – Computer Skills: <ul style="list-style-type: none">• 6 months or more experience working in a travel agency.• TRAMS experience a plus (but not mandatory)• 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:		