



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

HelpDesk (CTA) Support LEAD AGENT - 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: Lead Agent

Type of Position: Full-time

Dept. Hours: M-F 9am–9pm, S/S 9am-1pm

Compensation/Benefits: Salary compensated. 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 the daily supervision of the cruise and tour department's staff members in regards to their timely and efficient processing of the home based agents cruise and tour invoicing needs and of the cruise and tour documents from the suppliers.

Responsible for the daily supervision of the routing faxes and phone calls. Also in charge of accounting inquiries, basic operations and training to the staff.

Key Tasks:

- + Train department staff members on company policies and procedures for processing cruise and tour invoices for the home based agents from start to finish.
- + Train department staff members on company policies and procedures for processing TRAMS inquiries
- + Monitor and assist in responding to e-mail tickets, outlook emails, voice mails and live incoming calls from the home based agents.
- + Maintain and post the departments rotating schedule for the staff members.
- + Monitor and submit updates regarding the content of the cruise and tour departments section of the agent only website.
- + Assist in adding and updating new agent information in the database.
- + Participate in weekly meetings w/immediate supervisor & department staff members.
- + Participate in bi-weekly meetings w/interdepartmental managers & senior managers.
- + Assist the Marketing Dept. with the Seminars at Sea by processing the registration forms and payments with the cruise lines. Attend scheduled seminar meetings.
- + Attend and participate in training classes scheduled to help enhance and improve the level of customer service we provided to our clients, the home based agents.
- + Attend and participate in training classes offered to gain a better understanding of the new products and sales tools offered to our home based agents.

Requirements – Education (minimum):

- High School or equivalent.

Requirements – Computer Skills:

- 6 months or more experience working in a travel agency.
- TRAMS experience a plus
- 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:

- 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:

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