



To apply for this position, please email your resume to [erwingh@tpionline.com](mailto:erwingh@tpionline.com).

<b>HelpDesk – Cruise/Tour/Accounting Processor - Job Description</b>		
<b>Division/Department:</b> HelpDesk		
<b>Location:</b> 2500 Maitland Center Parkway, Suite 230   Maitland, FL 32751-4174		
<b>Reports To:</b> Erwing Hernandez, HelpDesk Manager, 407-331-3888, ext. 210, <a href="mailto:erwingh@tpionline.com">erwingh@tpionline.com</a>		
<b>Level/Grade:</b> Entry Level	<b>Type of Position:</b> Full-time	<b>Hours:</b> M-F 9:00am – 6:00pm
<b>Compensation/Benefits:</b> Hourly starting range depends upon skills and 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.		
<b>General Description:</b> The candidate for this position will be required to assist Independent Contractors with getting setup and established with TPI.		
<b>Key Tasks:</b> <ul style="list-style-type: none"> <li>• Set up new Independent Contractors, including sending orientation link, collect &amp; verify security documents, supplier access, enter data in multiple databases &amp; send welcome letter</li> <li>• Upgrade setups, including changing information in multiple databases and send welcome email</li> <li>• Sub-agents, including collect security documents, update multiple databases and send welcome email</li> <li>• GDS Distributions for new/existing agents, including qualifying agents, charge credit card, edit multiple databases, send welcome letter</li> <li>• GDS Maintenance - create, edit &amp; delete entries in 4 databases (Amadeus, Apollo, Sabre &amp; WSPAN)</li> <li>• Creation &amp; Maintenance of Amadeus profiles for all new agents</li> <li>• Agent Verification Letters / CLIA Cards Setup &amp; Renewals / IATAN Setup &amp; Renewals</li> <li>• Filing of Agent Files and all paperwork for Agents &amp; Subagents</li> <li>• Check and responds communications from agents in 4 ticketing queues</li> <li>• Answer questions (over the phone and live chat) related to New Agent Setups &amp; Fees, Sub-agent Setups &amp; Fees, upgrades of contracts, agent verification letters, CLIA &amp; IATAN questions, cover phones when requested for other departments.</li> </ul>		
<b>Requirements – Education (minimum):</b> <ul style="list-style-type: none"> <li>• High School or equivalent.</li> </ul>		
<b>Requirements – Computer Skills:</b> <ul style="list-style-type: none"> <li>• 6 months or more experience working in a travel agency.</li> <li>• TRAMS experience a plus (but not mandat ory)</li> <li>• Possess a strong working knowledge Microsoft Office Suite including Internet Explorer, Outlook and Word.</li> <li>• Possess the ability to use a Contact Management System like ACT or similar.</li> </ul>		
<b>Requirements – People Skills/Other:</b> <ul style="list-style-type: none"> <li>• Work evenings &amp; weekends if required.</li> <li>• Ability to work in a multi-task fast paced environment.</li> <li>• Excellent communication skills at all levels including excellent listening skills.</li> <li>• Read and write English in order to understand and interpret written procedures.</li> <li>• Possess strong customer service skills and be able to work in a dynamic team environment.</li> </ul>		
<b>Reviewed By:</b>		
<b>Notes:</b>		