



CATALYST TRAVEL
WHERE GREAT CONNECTIONS BEGIN



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Travel Agent

Job Title:

Travel Agent

Department:

Travel Services

Supervisor:

This position is a self-employed, Independent Contractor position. Supervision for work hours and location are self-imposed. For training and compliance, the Travel Agent will report to Travel Agent (Supervisor) and President/Owner.

Job Overview

Travel Agents at Catalyst Travel help to inspire connections through crafting group travel experiences for clients. You will learn about the inner workings of the travel and vacation industry in the group travel niche. Using Catalyst's philosophy of travel, your primary goal will be to deliver outstanding service to our customers and use your top sales techniques to help them discover incredible vacation opportunities and experiences. Your secondary goal will be to craft a network of group leaders and providers to offer multiple vacation experiences. This is a perfect role for those who are newer to the travel and hospitality industry and are looking to grow their network of providers, clients, and industry knowledge and skills.

The typical breakdown of responsibilities looks like the following (and is only a suggested breakdown): 45% of the job is networking with clients and group leaders, 15% of the job is networking with providers and industry leaders, 15% of the job is crafting vacation experiences, 15% of the job is taking specialization courses in your travel niche(s), 10% of the job is administrative work, and 5% of the job is creating content that establishes you as a professional in the field (i.e., through writing blogs/books, shooting video, hosting social media campaigns, etc.).

Responsibilities and Duties

- Discuss possible vacation options with clients and suggest destinations, transportation methods and lodging possibilities, depending on customer interests.
- Make reservations for clients for air travel, car rentals, train travel, hotel lodging and resort bookings while ensuring the client's preferences for the type of transport or hotel room are met.
- Help customers learn about new destinations, resorts and vacation options by giving details about features, benefits and experiences available to guests.





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- Ensure top earning potential by selling various packages that include hotel, car and airline tickets or other combinations to help the company meet quarterly or monthly sales goals.
- Coordinate payment schedules for vacation packages or other trip components with clients and process payments via credit card, check or cash.
- Offer potential customers a comprehensive price quote for any type of destination package, airline ticket or hotel stay.
- Organize itinerary materials for clients by printing out information related to plane tickets, hotel booking confirmations or other necessary paperwork.

Qualifications

There are no skill qualifications needed for incoming travel agents. Travel Agent candidates will need to meet basic requirements to be a legal worker in the US and eventually holding IATAN credentials, which include:

- Right to work paperwork in the United States
- 18+ years
- No felonies including fraud, money laundaries, etc.
- No past due child support