

# Job Title: Travel Agent (Brandon, Manitoba)

## About Us

Do you have a passion for Travel and Customer Service? At the heart of our business is a desire to make dreams come true with the perfect vacation. As part of our Travel Agent Team at CAA Club Group of companies, you will be able to sell a full range of travel products and services, counsel and advise clients in order to provide a pleasant and enjoyable travel experience. Performs related processing functions.

## Who we are

As Canada's largest automobile association, we are passionate about keeping our Members safe-- whether they are on the road, at home, or travelling abroad. Meeting the diverse needs of our two-million Members requires high performing, forward thinking, and innovative people who work collaboratively to keep propelling our business forward. Life at CAA Club Group is fast paced, performance-driven and rewarding. We value our Associates' career growth and ongoing professional development-- and we regularly recognize their achievements and outstanding results. CAA Club Group (CCG) is known for providing stellar emergency roadside assistance to our motoring Members and non-Members. We work hard and play hard. We're about doing what's right and feeling good about it.

## Position Details

### DUTIES/RESPONSIBILITIES:

- Utilizes the Connections methodologies to identify and counsel members and clients via the telephone or in person in order to sell travel products and services.
- Makes recommendations on all aspects of travel planning to improve trip, save money, and enhance the quality of the travel experience.
- Sells all travel products including domestic and international air, train, cruise, tour, CAA exclusive group departures, travel insurance, hotel and car reservations
- Promotes CAA memberships and all CAA products, services and benefits
- Support all CAA/AAA preferred partnerships and marketing initiatives
- Researches client request, quotes fares and schedules, issues tickets, and prepares all required travel related documents and applications.
- Advises client of product terms and conditions.
- Creates accurate computerized passenger records using Apollo Focal Point Computer Reservation System (CRS), SAP System and Sales Automation.
- Establishes and maintains member's travel files, accepts and processes payments, refunds, lost tickets and documents.
- Displays a positive attitude towards CCG product, services and initiatives
- Demonstrate daily, the Core Values & Service Principles of CCG
- Participates in the resolution of client complaints.
- Performs other job-related duties as assigned.

### REQUIREMENTS:

- Graduate of Post Secondary Education Program in Travel Counselling.
- Enrolment in or accreditation as a CITC (Canadian Institute of Travel Consultants) or Certified Travel Consultant (CTC).
- Three (3) years of experience in a Travel Consultant (Agent) position.
- Certification in Apollo (Focal Point) GDS.
- Working knowledge of Microsoft Windows and Microsoft Office applications.

## Our Commitment

We are an equal opportunity employer and are committed to providing employment accommodation in accordance with the Manitoba Human Rights Code and the Accessibility for Manitobans with Disabilities Act, 2013 (AMA). CAA CCG will provide accommodations to job applicants with disabilities throughout the recruitment process. If you require an accommodation, please notify us and we will work with you to meet your needs.