

## Business Travel Consultant

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### Position Summary

As a QBT **Business Travel Consultant** you are responsible for delivering exceptional travel customer service to our client in line with our travel policies, procedures and standards.

Your core focus is to qualifying each call, email, fax, system queue or other form of enquiry, processing in an expert manner, with accuracy and adhering to relevant travel policy. Processing includes but is not limited to generating air, car, hotel, ferry, rail and coach reservations. You will offer assistance with all aspects of a travel booking such as, destination information, excess baggage, and limousine transfers.

Additionally you may be required to action other tasks and functions in accordance with your capability as directed by your management. As our industry evolves additional and/or variations to tasks/functions may be implemented.

As an important member of the Operations Team you will form part of a culture driving business efficiencies and customer service.

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### Related Roles

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Customer Service Leader		
Peers Position Title	This Position	Peers Position Title
<b>Business Travel Consultant</b>		
Subordinates	Subordinates	Subordinates
Yes	No	Yes

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### Working Relationships

Relationship	Type and Nature of Relationship
National Operations Manager	<ul style="list-style-type: none"> <li>Subordinate. Close working relationship to achieve collective productive performance across all locations</li> </ul>
Customer Service Manager	<ul style="list-style-type: none"> <li>Subordinate. Close working relationship to achieve collective productive performance across all locations</li> </ul>
Customer Service Leader	<ul style="list-style-type: none"> <li>Direct Subordinate. Line supervisor and day-to-day guidance and management</li> </ul>
Training Manager and Trainers	<ul style="list-style-type: none"> <li>Dependent. Establishment of training needs. Review of training outcomes</li> </ul>
Help Desk Team / Shared Services / Workforce Planners	<ul style="list-style-type: none"> <li>Dependent. Liaise with Helpdesk to identify and assist in resolving issues and review processes / assist with finance queries / comply with leave and rostering requirements</li> </ul>

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## Key Accountably

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Provide a complete and professional service to QBT customers on all travel related matters

- Answer all phone enquires in a professional manner stating your name and greeting the customer by their name - identifying this via QBT Connect
- Answer digital enquires with accurate and professional tone
- Deliver professional, engaging and efficient customer service with accuracy and positive results.
- Work collaboratively across teams, assisting with workload when necessary/as directed
- Return phone messages as soon as reasonably possible. . Ensure Traveller and Company Profiles are correct and forward amendments to the Profile Team as required.
- Ensure customers flight requirements are clearly understood and search for the Best Fare to meet the specified requirements
- Provide exceptional customer service by offering suggestions in all aspects in relation to the itinerary
- Consistently offer auxiliary services such as cars, hotels, transfers and process 3rd party payment documentation as required.
- Accept and attend to all customer relation issues – escalate to CSL immediately

Accurately create reservations and/or quotes combining air, car hire, accommodation and other services to meet customer needs and requirements while endeavouring to maximise QBT's revenue and adhering to Contractual Agreements

- Search for the fare according to the Client's Travel Policy and offer appropriate options.
- Offer alternate fares and carriers, always explaining the different conditions in order to assist the customer with making a decision
- Request seats/meals as required for all flights on initial PNR creation and with each amendment thereafter
- Ensure each airline's loyalty membership is included in the reservation
- Accurately complete the References Field with fare reason codes and cost centres etc. where applicable to ensure accurate customer reporting.
- Ensure Itinerary includes detailed requirements including full flight details and class reserved, pre seat arrangements, requests, full auxiliary details, fare conditions, fare changes / seating
- Maintain an up to date knowledge of current events that could affect the customer's travel and take appropriate action when required to minimise disruptions to customer

Offer a complete service by creating reservations using QBT's applications, coordinating all components of the

- Efficiently and confidently utilise all tools provided by QBT to ensure a complete service delivery
- Action queues daily to ensure reservations are actioned accordingly and up to date

customer's itinerary in an efficient and timely manner

Accurately issue tickets arrange EMDs. Provide documentation including invoices to principles as required

- All relevant documentation to be checked for accuracy.
- Assess/calculate and process refunds accurately and promptly within set KPI's.
- Ensure Trip Master Records (TMRs) are checked throughout the day and complete with accuracy

Comply with the Customer Service Standard

- Follow company guidelines, procedures and policies

Maintain a minimum Productivity standard

- Process all enquiries/queues etc. accurately and productively in line with the company's minimum expectations
- As per weekly and monthly productivity reports
  - Current minimum standard >75%
  - From 1 July 2015 > 85%

General

- Complete relevant activities as reasonably directed by your management
- Work with due care and consideration to safeguard their own health and safety and the health and safety of others
- Report all incidents and hazards.
- Observe all instructions issued to as and when necessary.
- Attend, when directed, any course of training or instruction related to health and safety issues.

## Requirements

- Proven Customer Service Orientation
- Demonstrated experience commensurate with approx. five years within a similar TMC environment and position:
  - Ability to process complex business travel enquiries,
  - Industry knowledge across forms of travel activities including fares & costings,
  - Understanding and ability to transaction front and mid office activates, and
  - Experience within a contact centre operations

