



### Alaska Travel Specialist

#### **Job Description:**

An Alaska Travel Specialist at Alaska Tour & Travel is a frontline contact point for potential visitors seeking assistance planning their visit to Alaska. An Alaska Travel Specialist will communicate with guests over the phone and via email to plan their travel itinerary. Specialists use an internal computerized reservation system to manage and work through the reservation process with travelers.

A typical day will include processing travel leads and inquiries, answering phones, responding to email communication, preparing quotes, processing payments, document distribution and other miscellaneous office duties as assigned.

During the summer's operational timeframe (May-September), Alaska Travel Specialists will supplement their daily schedule with time supporting the Park Connection Motorcoach operations at the Dena'ina Center curb greeting passengers. Assisting with passenger check-in, the loading of luggage, and the boarding of travelers for an on-time departure will be the primary duties during time supporting Park Connection operations.

#### **Work Schedule:**

Our office is open 7 days a week from January through September. Team members should expect that weekend work will be required.

#### **Qualifications:**

We look for team members with an excellent attitude and the ability and desire to work as a team member. Customer service experience and familiarity with using computer software such as Word, Excel, and Outlook are preferred. A highly qualified candidate will possess a good knowledge of Alaska, specifically the Southcentral and Interior regions of the state. We are a fully vaccinated office.

#### **Duties:**

- Process leads and travel inquiries from within the computerized reservation system.
- Respond to general Alaska travel and travel product related questions and inquiries via phone and email communication.
- Monitor and manage reservations through the confirmation process using our computerized reservation system.
- Process deposit and final payments.
- Distribute travel documentation.
- Provide Customer Service assistance to clients to assure client satisfaction with our services.
- Checking in passengers for the Park Connection Motorcoach and assisting with tagging passenger luggage, providing travelers with local area directions (restrooms, places to eat, nearby attractions) and assisting with the boarding of passengers and luggage onto Park Connection Motorcoaches.



# Alaska Tour & Travel

## Park Connection Motorcoach

### **Compensation:**

Hourly wages starting at \$20.00 per hour plus incentive bonus.

- *Guaranteed minimum incentive bonus pay of an additional \$1.00 per hour for all hours worked to be paid upon successful completion of the seasonal contract (typically the end of September).*