

TRAVELBEYOND

EST 1975

Position Responsibilities

TITLE: Travel Producer

SUPERVISOR: Sales Operations Manager

SCHEDULE: Mon-Fri, 40 hours/week

LOCATION: Wayzata, MN Office

TRIP PLANNING:

- ❖ Assist consultants in quote preparation and preliminary itinerary design and mailers, as requested.
- ❖ Follow company protocol to create confirmation and final travel documentation packages, including drafting travel itineraries. Record mailers in ClientBase.
- ❖ Quote, sell and invoice travel protection plans, upon request.
- ❖ Follow company protocol to generate invoices, collect payments, and request client & vendor payments from Travel Beyond Accounting.
- ❖ Field client travel questions, working with appropriate internal and external resources to answer questions outside of your areas of expertise.
- ❖ Work with external partners to finalize travel documentation and vouchers.
- ❖ Ensure services providers are accurately recorded.
- ❖ Ensure available amenities are secured in advance of travel.
- ❖ Update CB+ marketing codes, including segmentation codes as necessary.

GENERAL:

- ❖ Adhere to the Travel Beyond sales process while managing complex client itineraries.
- ❖ Maintain control over areas of accountability.
- ❖ Actively study product and Travel Beyond terms and conditions.
- ❖ Action tasks in the shared team inbox and assist the sales team as requested by your immediate supervisor.

PROFITABILITY

- ❖ Ensure consistency is maintained in client documentation across all core destinations and experiences.
- ❖ Think creatively and make recommendations that impact efficiency.
- ❖ Maintain a high level of confidentiality.
- ❖ Build customer relationships to generate repeat and referral business.

REQUIRED SKILLS

- ❖ Proficient computer skills and proficient in Microsoft Word, PowerPoint and Excel
- ❖ Take and follow direction well and be willing to ask for clarification as necessary.
- ❖ Highly organized and detail oriented.
- ❖ Excellent written and verbal communication skills.
- ❖ Outgoing and friendly personality on the phone and in-person.