

Job Description

Job Title: Airline Reservation Specialist
FLSA Status: Non-exempt
Department: Airline Reservation Center
Reports to: Airline Reservation Center Supervisor

Summary or overview of job duties:

The employee must enjoy customer service and answering incoming calls. He or she must have the ability to use various computer programs; Microsoft Word, Excel, Outlook, and the 10-key pad. The employee must project a professional image through phone interaction. Must be able to troubleshoot problems and provide answers to our client's inquiries. In addition this position requires data entry and administrative duties such as faxing, copying, filing and compiling research.

ESSENTIAL DUTIES AND RESPONSIBILITIES include but are not limited to, the following:

- Answers phones and responds to airline customer requests.
- Identifies, researches, and resolves airline customer issues.
- Follows-up on airline customer inquiries not immediately resolved.
- Completes call logs and reports.
- Inputs and retrieves alphabetical and numerical information in prescribed format, utilizing knowledge of various computer software packages.
- Completes data entry.
- Balances batches to input department totals and reconciles errors.
- Verifies input data to ensure accuracy of completed work; scans and edits for errors during processing.
- Performs clerical and/or administrative duties as needed.
- Ensures strict confidentiality of client and company records.
- Recommends and implements new and improved procedures to enhance and expedite work.
- Interacts with diverse levels of personnel to develop and maintain effective communication to resolve issues and inquiries.
- Works shifts and/or weekends as needed.
- Maintains attendance, punctuality standards, and professional appearance.
- Participates in departmental and team meetings.
- Participates in ongoing training.
- Identifies additional areas of training to improve customer service, quality, and efficiency.
- Understands and complies with all policies and procedures.
- Performs other duties as assigned by management.

Other duties may be assigned. LJK Companies, Inc., reserves the right to amend the job description as necessary to the efficient operations of the business. LJK Companies, Inc. is an "at will" employer.

Requirements:

- Excellent communication skills both verbal and written.
- Excellent PC skills. Strong typing and Internet navigation skills required.
- Strong communication and customer service skills.
- Organizational and coordinating skills, the ability to multi-task and handle multiple priorities and changes with professionalism
- Ability to work in a high volume, high pressure, deadline-oriented environment
- Ability to work independently and as a contributing team member
- Excellent telephone voice in terms of tone, clarity, pronunciation, and proper use of grammar.
- Strong listening skills.
- Strong problem solving skills and has the ability to multi-task.
- Knowledge of mathematics
- Consistent in attendance and stable work history.
- Proven ability to provide customer service.
- Previous customer service or call center experience is preferred.

- Previous airlines and/or hotel experience is preferred.
- Ability to work in an ever-changing environment.

Education and/or Experience:

High school diploma or GED Certificate is required. Some college education is preferred but not required. Some customer service or call center experience is preferred but not required.

Physical Demands:

Weight to be lifted or force to be exerted:

Lifts Weight or Exerts Force	None	Less than 1/3	1/3 – 2/3	More than 2/3
Up to 10 lbs.		X		
Up to 25 lbs.	X			
Up to 50 lbs.	X			
Up to 100 lbs.	X			
More than 100 lbs.	X			

Work Environment:

The work environment is that of any general office operation. The work is most often performed inside and the noise level is moderate.