



Position Title	Guest Communications Assistant
Department	Client Services Department
Status	Full-time, salaried, non-exempt
Location	Washington, DC (Hybrid)
Supervisor	Assistant Director, Client Services

Salary & Benefits

Academic Travel Abroad, Inc. (ATA) is committed to work/life balance and the standard work week here is 36.25 hours. If you're hired, this is what we'll offer you with a few of our benefit highlights:

- ☐ Salary: \$47,000
- ☐ 27 days of Personal Time Off, 9 holidays, and 3 volunteer days, all fully paid
- ☐ 8 weeks of paid Parental Leave (any parent, birth or adoption)
- ☐ 50% 401K match up to the first \$14,800 of an employee's contribution
- ☐ Up to \$100 per month in transit or parking benefits matched by ATA
- ☐ And of course: medical, dental, vision, LTD, Life, and FSA benefits

Description of the Position

The main responsibilities of a **Guest Communications Assistant (GCA)** in ATA's **Travel Division** are two-fold. First, the GCAs serves as ATA's front-line sales representative, selling educational, thematic tours to the audiences/members of ATA's partner organizations. **GCAs** answer incoming calls and emails from prospective travelers who wish to receive more details about a trip or make a booking. GCAs also keep track of prospective travelers and reach out to promising leads.

Once travelers are booked, **GCAs** send reminders to submit their final payments and travel documents. These documents include Personal Information Forms, flight schedules, and liability waivers. GCAs track the submission of required forms and payments and follow up when items are missing.



The position requires strong multi-tasking skills in a fast-paced work environment. Candidates with excellent written skills, strong customer service instincts, ease with technology, and solid knowledge of world geography will be most successful in this position.

What you'll do...

Communicate with Prospective Travelers

- ☐ Respond to e-mail inquiries about ATA-operated trips in the US and abroad
- ☐ Answer incoming phone calls through ATA's cloud-based virtual contact center (8x8)
- ☐ Convey information about destinations, travel itineraries, trip accommodations, health & safety protocols, and terms & conditions to prospective travelers
- ☐ Monitor sales leads in ATA's traveler database to maximize the conversion of inquiries to bookings
- ☐ Take credit card payments with strict adherence to PCI standards

Communicate with Booked Travelers:

- ☐ Send electronic confirmation materials to booked travelers
- ☐ Track the submission of traveler forms, flights, and payments
- ☐ Send gentle reminders about any missing items listed above
- ☐ Review traveler Personal Information Forms and identify potential concerns
- ☐ Process traveler cancellations and refunds. Attempt to re-enroll travelers on future departures
- ☐ Assist Guest Service Advisors on other aspects of trip operations at time allows

We're looking for...

- ☐ Outstanding written communication skills, including strong grammar
- ☐ Experience as a front-line phone receptionist/operator
- ☐ Familiarity working with electronic customer relations management systems (CRMs)
- ☐ Strong organizational skills—the ability to handle multiple tasks simultaneously and work under pressure.
- ☐ Excellent customer service skills and experience; a commitment to go the extra mile to creatively resolve customer issues.
- ☐ Adaptability, flexibility—and a sense of humor
- ☐ Demonstrated knowledge of travel destinations, a plus
- ☐ Knowledge of Microsoft Office Suite (Word / Excel / Outlook/Teams)

To Apply

Academic Travel Abroad | 1155 Connecticut Avenue NW, Suite 300 | Washington, DC 20036
www.academic-travel.com | 1.800.556.7896 | info@academic-travel.com



Qualified candidates should complete our [application form](#) submit the following materials:

- ☐ Résumé
- ☐ Cover letter

In the [application form](#), select “Guest Communications Assistant”. Applications missing any of these components will not be considered. The successful completion of a background check, including three professional/academic references, is required for this position.

Application deadline: Applications will be reviewed on a rolling basis. We encourage applicants to send their materials as soon as possible and before our final deadline on **June 30th, 2022**.

To all recruitment agencies, ATA does not accept agency resumes. Please do not forward resumes to our jobs, ATA employees or any other company location. ATA is not responsible for any fees related to unsolicited resumes.

Our Commitment to Diversity

At ATA, we don’t just accept difference, we celebrate it. We use our diverse backgrounds and perspectives to our benefit by enriching our stakeholders and ourselves. ATA is proud to be an equal opportunity workplace. We are committed to equal employment opportunity regardless of race, color, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, gender identity, Veteran status, genetic information, or any other protected characteristic under applicable law. If you have a disability or special need that requires accommodation, please let us know.

COVID-19 Vaccination Requirement

ATA and our study abroad division, CET Academic Programs, has made the safety of our students, travelers, and colleagues, and our surrounding communities a top priority. As part of that commitment, all ATA/CET staff are required to be fully vaccinated against COVID-19. Proof of full vaccination against COVID-19 will be required before the start date of employment in order to work at ATA/CET. Requests for medical and/or religious exemption are accepted and are evaluated on a case-by-case basis. Failure to provide proof of COVID-19 vaccination or to obtain approval for a medical or religious exemption will result in the offer of employment being rescinded.

Description of the Organization

Academic Travel Abroad, Inc. is an educational travel and study abroad provider for many universities, cultural, and media organizations, as well as a growing number of commercial brands. We believe in celebrating and learning about the diversity of people and cultures through travel and education. Riding the post-war wave of interest in travel to Europe, ATA



launched operations in 1950 by assisting universities and institutions in the creation of group travel programs for their members.

ATA's educational travel division is a leader in customized, branded, experiential travel and serves partners such as the Smithsonian Institution, NPR, Hearst, Zagat, Yale Alumni Academy, and the Massachusetts Institute of Technology. In this capacity, ATA is frequently the "brand behind the brand." ATA also facilitates professional delegation travel in the fields of health, education and law.

ATA's study abroad division, CET Academic Programs, is serves both high school and college students through academically rigorous, credit-bearing programs in its centers around the world, including the US, China, Japan, Vietnam, Jordan, Italy, Czechia, Brazil and Colombia. CET's history dates back to 1982, and today, CET, in addition to enrolling students directly, serves many private and public universities, large and small.

Tying together all brands and services are ATA's focus on innovative program design; collaborative approach to partnership; steadfast insistence on quality; diversity, equity and inclusion; and a commitment to environmental sustainability. Every ATA program is designed to change perspectives, deepen understanding, and engage communities, showcasing the stories—both told and untold—of the places and people we visit.