



Position Title	Guest Services Advisor
Department	Client Services Department
Status	Full-time, salaried, Exempt
Location	Washington, DC (Hybrid work schedule of only 2 days in the office)
Supervisor	Assistant Director, Client Services
Anticipated Start	January 4, 2023

Salary & Benefits

Academic Travel Abroad, Inc. (ATA) is committed to work/life balance and the standard workweek is currently 36.25 hours and we will transition to a 30-hour workweek beginning January 2023. If you're hired, here are a few of our benefit highlights:

- Starting salary \$49,000
- At least 5 weeks of Personal Time Off
- 11 holidays and up to 24 hours of paid volunteer time
- 12 weeks of paid Parental Leave (any parent, birth or adoption)
- Up to \$7,400 of 401K matching 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

Our Guest Services Advisors (GSA) work directly with travelers enrolled on Academic Travel Abroad's trips in the Educational Travel Division. The GSAs' main duties are to respond to traveler requests and inquiries and provide them with advice, guidance, and specific country information in preparation for their trip.

GSAs work closely with other ATA staff--particularly the Programming (tour design) and Marketing teams. The position requires strong multi-tasking skills in a rigorous and collaborative work environment. Candidates with excellent written and spoken communication skills, strong customer service instincts, an ease with technology, and solid knowledge of world geography will be most successful in this position.



What you'll do...

Deliver High-quality Customer Service

- Attentively carry out ATA's Gold Standards of Service—including providing same-day responses to traveler inquiries
- Creatively solve problems that arise with travelers within established guidelines
- Promptly process passenger cancellations and request refunds.

Communicate directly with Booked Travelers

- Engage with travelers on trip-related matters via phone, email, auto-generated digital messaging, custom websites, and printed mailings
- Draft, proofread, and send traveler communications, including confirmation letters, flight notifications, trip updates, invoices and evaluations

Manage Tour Information

- Maintain accurate and current tour and traveler information in the reservations database system (Centaur)
- Maintain trip files in accordance with departmental procedures

Support of Tour Operations

- Work with our partner air department regarding participants' air travel arrangements
- Register travelers for the US Department of State's Smart Traveler Enrollment Program (STEP)
- Enroll individual travelers for medical evacuation insurance coverage

We're looking for...

Required Skills and Attributes

- Excellent written and spoken communication skills, including strong grammar
- Proven customer service skills and experience
- Knowledge of world geography and cultural history of international destinations
- 2+ years of professional work experience in an office environment
- Competency in search engine research (i.e., "Googling" for *reliable* source material)
- Familiarity with using cloud-based customer relationship management (CRMs) platforms or software
- Strong organizational skills and acute attention to detail
- An ability to handle multiple tasks simultaneously and work under pressure
- Knowledge of Microsoft Office Suite (Word / Excel / Outlook/SharePoint/Teams)
- A commitment to go the extra mile (or kilometer) for the customer
- Adaptability, flexibility—and a sense of humor



Preferred Skills and Attributes

- Experience working as a front-line phone receptionist/operator
- Some work experience in a role requiring frequent client/customer engagement over the phone
- Travel agency or other travel-related background
- In-depth knowledge of the tour and hospitality industry
- WordPress or other content management system editing experience

To Apply

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

- Cover letter
- Résumé

In the [application form](#), select “Guest Services Advisor – Client Services”. Applications missing any of these components will not be considered.

The successful completion of a background check, including professional references, is required for this position.

Application deadline: We encourage applicants to send their materials as soon as possible and before our best consideration date of **November 23rd, 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 special need that requires accommodation, please let us know.



COVID-19 Vaccination Requirement

ATA and our study abroad division, CET Academic Programs, have 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.

Today, ATA's study abroad division, CET Academic Programs, serves college students through academically rigorous, credit-bearing programs in its centers around the world, including the US, China, Japan, Jordan, Italy, Czech Republic, 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.

ATA's educational travel division is a leader in customized, branded, experiential travel and serves partners such as the Smithsonian Institution, The History Channel, Yale Alumni Academy, and many others. 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.

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.