

UNIVERSITY OF SOUTHERN CALIFORNIA

Travel Agent II

Job Code: 127011

Grade: G
OT Eligible: Yes
Comp Approval: 6/17/1994

JOB SUMMARY:

Advises clients on their travel arrangements and sells travel items available from the USC Travel Service.

JOB ACCOUNTABILITIES:

*E/M/NA % TIME

_____ _____ Advises clients regarding their travel needs.
_____ _____ Sells charter flights, student flights, cruises, tours, packages, rail, hotel reservations, and aids in airline accounting.
_____ _____ Issues airline and rail tickets.
_____ _____ Assists in the coordination of group travel opportunities which offer something of value to the campus community.
_____ _____ Provides leadership and guidance to other employees and/or student workers performing similar work within unit, as assigned.
_____ _____ Performs other related duties as assigned or requested. The University reserves the right to add or change duties at any time.

***Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.**

EMERGENCY RESPONSE/RECOVERY:

Essential: No

Yes In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

JOB QUALIFICATIONS:

Minimum Education:

Specialized/Technical Training

Minimum Experience:

3 Years

Minimum Field of Expertise:

Minimum 6 months experience in an accredited travel agency

Preferred Education:

Related Undergraduate Study

Preferred Experience:

5 Years

Preferred Field of Expertise:

Work experience in an accredited travel agency.

Skills: Administrative:

- Answer telephones
- Arrange travel
- Communicate with others to gather information
- Draft routine correspondence
- Gather data
- Input data
- Maintain filing systems
- Prioritize different projects
- Research information

Skills: Machine:

- Adding Machine
- Calculator
- Computer Network (University)
- Fax
- Personal Computer
- Photocopier
- Typewriter

Supervises: Level:

Leads one or more employees performing similar work

SIGNATURES:

Employee: _____ **Date:** _____

Supervisor: _____ **Date:** _____

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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