JOB DESCRIPTION

JOB TITLE: Travel Services Assistant **DEPARTMENT: Auxiliary Services**

1. BASIC FUNCTION:

Provides air travel services to the AUB community. Receives and handles requests and authorizations for official university travel (RAOUTs) and prepares air travel arrangements accordingly. Makes reservations and issues airline tickets as per AUB policies and procedures with a goal of obtaining the best value for AUB. Liaises with internal customers for itinerary needs and problem resolution.

2. DUTIES PERFORMED:

Under the supervision of the University Travel Officer, carries out a wide variety of air travel duties which may include all or some of the following tasks:

a. Receives, sorts, and checks all RAOUTs. Communicates with customers to confirm itinerary details, e.g., routing destinations, travel dates, financial considerations, and other air travel related issues.

b. Requests booking arrangements from various travel agents or airlines with respective offers from each. Liaises with external parties such as airlines regarding bookings and schedules.

c. Computes cost of air travel from each bidder and makes the appropriate decision to select the most economical routing.

d. Plans, describes, arranges, explains and confirms itineraries to all customers.

e. Provides customers with a soft copy or a printed copy of the final air travel ticket.

f. Notifies and keeps customers informed about all changes related to their itinerary and their air travel arrangements.

g. Receives invoices and compares them to the quoted prices. Takes necessary steps to correct mistakes if any exist. Forwards invoices to the University Travel Officer for necessary review and action.

h. Works with internal customers and other departments to resolve issues that may arise particularly related to itinerary changes and flight cancellations.

i. Provides secretarial support to the Auxiliary Services Office when necessary and as specified by the Director of Auxiliary Services.

j. Performs other related duties when necessary.

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3. WORK CONTACTS:

Regular contacts with faculty and staff including senior management and with visitors from outside the University at various levels.

4. INDEPENDENCE OF OPERATION:

Reports to the University Travel Officer.

5. SUPERVISORY RESPONSIBILITY:

None

6. PHYSICAL EFFORT:

Slight physical effort related to the use of computer software approximately 40% of the working time along with regular telephone usage.

7. WORK CONDITIONS:

Clean and pleasant.
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8. MINIMUM REQUIREMENTS:

a. Completion of Secondary (13 years) education.
b. 5 years of relevant work experience.
c. Good communication skills.
d. Good knowledge of English and Arabic.