



Customer Service Representative – Dallas, Texas

Our Customer Service Representatives primary responsibility is to assist travelers in getting to and from their event destination according to their budget and itinerary. This position will mostly handle incoming calls; in a professional, efficient, friendly manner.

Key characteristics for success include strong organizational, telephone etiquette and customer service skills. This person must also possess the ability to manage multiple tasks and projects at the one time. This person should be sports-oriented, demonstrate a desire to learn and grow, and offer ideas and suggestions to streamline event processes. Strong computer skills are required along with a working knowledge of Microsoft Excel, Outlook and Word. Past experience within the travel or sports industry is preferred.

Primary Responsibilities

- Customer service support primarily by phone communication.
- Assist in developing and executing specific procedures, analyze and challenge current processes and offer suggestions to streamline procedures.
- Will be required to learn and manage fully all areas of Anthony Travel's proprietary reservation system including hotel inventory, rooming lists and additional tour items.
- Maintain and update event manifests, such as rooming lists and other event components.
- Verify rooming list accuracy and other quality control items.
- Support the event team with their needs and responsibilities, as necessary.

Customer Service and Sales

- Work with the event team in developing and distributing marketing materials to promote our event packages and offerings.
- Provide suggestions on how to best generate sales for a given event.
- Work with event team to initiate outbound calls, prepare and send email blasts, and implement other sales tactics.
- Gain a working knowledge on all office events and services and answer incoming sales calls.
- Sell ATI services to current and potential customers mainly through phone and email communications. Identify opportunities to cross-sell ATI services.

Reporting Relationships and Working Conditions (legal)

- Report to the assigned Manager for daily work and general office issues.
- Work will typically be from eight to five, five days a week. Some additional hours and weekends will be required during peak events times.

How To Apply

Please email resume to Employment@AnthonyTravel.com, Subject Line: Customer Service Representative.