



## MINISTRY DESCRIPTION

**Title:** Travel Agent  
**Department:** Administration  
**Reports to:** Travel Manager

**Schedule:** Temporary, Full-time  
**FLSA:** Exempt

### **Ministry Function:**

The Travel Agent supports the ministry of Convoy of Hope by booking travel arrangements for the staff and other organizational travelers, as well as serving as support staff to the Travel Manager. Responsibilities include booking travel, and processing travel related paperwork, and assisting with ongoing staff travel needs.

### **Essential Duties and Responsibilities:**

1. Assist the Travel Manager in maintaining the travel system and processes.
2. Work in cooperation with staff in the travel arrangement planning of international trips.
3. Responsible for processing international trip related paperwork, including but not limited to approvals, background checks, insurance forms, visas and passports.
4. Serve as an “In-House” travel agent for Convoy of Hope travelers to include booking of individual and group travel, serving the individual needs and preferences of each traveler while providing a high level of customer service.
5. Willingness to be “on call” for travel related emergencies as assigned.
6. All other duties as assigned.

### **Required, Knowledge, Skills, and Abilities:**

1. Bachelor’s degree preferred; High School diploma or equivalent required.
2. Knowledge and/or experience in booking travel for individuals and groups and negotiating with travel companies and supervising employees. 5 years experience in related field preferred.
3. Event Planning experience and/or knowledge.
4. Strong problem-solving skills and ability to remain calm under pressure, maintain tact in difficult situations.
5. Ability to pay close attention to details.
6. Strong organizational skills, ability to multi-task and manage deadlines.
7. Excellent interpersonal communication skills for dealing with contractors, vendors, volunteers and staff.
8. Ability to use a PC and software programs, including but not limited to Microsoft Outlook, Word, and Excel. Knowledge of, or previous work experience utilizing a GDS is a plus (Worldspan preferred).
9. Serve as an advocate for the ministry, striving to nurture, broaden and develop financial and other resource opportunities to support and expand organizational and program ministry.
10. Ability to positively represent the ministry of Convoy of Hope, including its mission statement and core values, to all outside constituencies.
11. As a Christian organization, Convoy of Hope believes it is critical that each staff member embraces the organization's religious purposes for which it exists and not only

agrees with its Statement of Faith but demonstrates it in their lives on an ongoing basis.

**Supervisory Responsibilities:**

This position has no direct supervisory responsibilities.

Created: March 12, 2015  
Updated: December 11, 2017