

ACCOUNTING, ADMINISTRATION & CLIENT RELATIONS FOR EUROPE TOUR OPERATOR



Image Tours Inc., an operator of European tours, offers career opportunities utilizing a combination of accounting, administration, office management, and customer service. On-the-job training provided. Full time positions may specialize in one area or combine responsibilities from two or more areas listed on this page. Inquiries for part-time hours will be taken under consideration.

ACCOUNTING: Train with the accounting department to provide assistance with responsibilities and work towards ownership of these responsibilities. Some examples of accounting responsibilities include processing reservations payments, processing cancellation refunds, travel agent commission reimbursement, account auditing/reporting, promotional support verification/reimbursement, managing promotional campaign participation, and reconciling tour financials.

TEAM SUPPORT / OFFICE MANAGEMENT: Provide support to the advertising, sales, reservations and operations departments. Take initiative to lead temporary or permanent projects needed from any department. Create or revise instructions to give detailed descriptions and notes for each project. Show flexibility and determination when departments are in need of assistance and train on multiple projects at any given time. Work with the air department to assist with ticketing procedures as assigned in February, March, July & August. Train staff on new projects once grasped and transfer leadership and responsibility on projects. You may also contribute to writing, proofing and editing of documents, brochures and promotional materials.

BUSINESS TO BUSINESS CUSTOMER SERVICE: Assist and service travel agents nationwide who call about reservations for escorted tours of Europe. Inform/train new agents on the best practices for promoting and servicing Image Tours. Provide ongoing support to travel agents with specialized reservations questions, such as cancellations or travel protection plan/insurance questions.

INDIVIDUAL CLIENT RELATIONS: Assist individuals with inquiries by mail, phone and email regarding escorted tours, including answering tour questions, researching destinations, fulfilling brochure requests, processing reservations, and providing trip preparation materials.

REQUIREMENTS: Image Tours is particularly interested in candidates with a BA degree or four + years full time job experience. Travel experience in Europe and proficiency in a second language is helpful but not required. The successful candidate will demonstrate the following skills/qualities:

- Comfortable working with computer applications including some familiarity with Excel
- Able to work independently and also contribute positively to a team environment
- On-time, dependable, organized, self-manages, and tracks personal progress
- Proficient in multi-tasking, problem solving, attention to detail, and accuracy
- Comfortable with numbers and trainable in basic accounting responsibilities
- Capable of researching, mapping out travel itineraries, and managing a budget
- Comfortable with a diverse group of customers
- Presents ideas in an effective manner over the phone, in person or in writing

Interested applicants may email a resume and cover letter to: support1@imagetours.com

IMAGE TOURS, 2828 KRAFT AVE SE, GRAND RAPIDS MI 49512

website: www.imagetours.com