

Notice of Open Position

April 2024

Job Title: Travel Agent/Grade 7
Posting Number: OPU-59-43-0324-V
Department: Convention, Meetings and Travel

Unit: OPEIU (Job #5)
Supervisor: Director, Meetings and Travel
Annual Salary: \$62,770.25

The AFT is a union of professionals that champions fairness; democracy; economic opportunity; and high-quality public education, healthcare and public services for our students, their families and our communities. We are committed to advancing these principles through community engagement, organizing, collective bargaining and political activism, and especially through the work our members do. The AFT believes that a culturally diverse workforce advances our mission and we strongly encourage applications from under-represented communities of workers.

Position Summary: Under the supervision of the department director, the employee serves as a travel agent by making and confirming reservations and other travel arrangements and assists in the other department functions as necessary.

Position Responsibilities:

- Make travel arrangements for AFT staff, officers, or guests for whom AFT is paying travel expenses including reservations for airlines or train, car rentals and hotel accommodations.
- Use Sabre reservation software to handle requests received by telephone, e-mail or travel request form, selecting convenient and cost-effective availability of airline flights; informs and discusses options with traveler.
- Handle special situations such as canceling/voiding airline tickets and arrange for refund of unused tickets.
- Check reservations for accuracy; maintain records and provide information as requested.
- For AFT sponsored meetings and conferences, work closely with the department housing coordinator to compare housing lists with travel arrangements, ensuring dates coincide and making adjustments, if necessary, after consulting with the traveler.
- Assist other department staff when workload or priorities require and answer departmental toll-free line.
- Maintain records of commission payments.
- Assist in registration of meeting/conference participants.
- Draft, edit, proofread correspondence for internal and external communication; create and maintain chronological files; photocopy and fax.
- Participate in supportive role assignments under the direction of the human resources department.

Knowledge, Skills and Abilities:

- Must be proficient in utilizing ticketing software to book travel.
- Ability to exercise good judgment and handle sensitive matters with discretion.
- Attention to detail with a high degree of accuracy is essential.
- Excellent interpersonal communication skills, both written and verbal.
- Ability to work independently and cooperatively within the department and with AFT staff, sometimes in high-pressure situations.
- Knowledge of standard office equipment and computer proficiency in MS Office and Outlook (and willingness to train on standard AFT software).
- Familiarity with unions and/or non-profit associations is preferred.

Work Environment:

AFT is a place-based organization located in Washington, D.C. Work is generally performed in an office environment; however, some overtime and travel is required. Successful candidates must pass a clerical skills battery test per the OPEIU collective bargaining agreement.

How to Apply:

Applicants should submit a cover letter and resume to the director of human resources via the following link:

https://www.appone.com/MainInfoReq.asp?R_ID=6163248

Internal Posting Period: Internal posting period has expired.

AFT is an Equal Opportunity Employer

The AFT is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.