



TRAVEL CONSULTANT Job Description

Get a first-class start to your travel career.

If you have a natural flair for exceptional customer service, an aptitude for learning and a true passion for travel, this role is for you. With an intensive, paid training and mentoring program, here's your chance to become a highly skilled Travel Consultant, supporting American Express Card Members. Are you up for the challenge to join a leader in the travel industry?

From learner to leader, see the bigger picture.

Once you've completed the training, you will be ready to take whatever travel request comes your way. Here's just some of what you could be doing each day:

- You will delight Card Members with unforgettable and unexpected experiences
- As a consultant, you will refine understanding by asking personalized fact finding questions
- If you are not a travel expert yet, you will know where to look to find the information you need
- You will research, plan and execute customized travel experiences, through booking domestic and international flights, car and/or hotel travel arrangements
- At times, you need to de-escalate a Card Member's stress, when unforeseen travel situations arise
- You will always put the Card Members' experience at the forefront of everything you do, reinforcing the WOW and winning their loyalty

What you need to thrive.

- Proven ability to provide extraordinary customer service
- Experience servicing customers ideally in travel, hospitality, high-end customer service or sales roles
- A passion for building customer loyalty by carefully listening, building rapport and providing extraordinary customer care, using strong written and verbal communication skills
- Natural consultative skills, with the ability to offer confident recommendations
- Excellent geography knowledge, likely gained by being travel curious or through time spent exploring the world
- The resilience and composure to remain positive under pressure and constantly-evolving circumstances
- Confident computer skills are vital as you'll be using multiple tools and systems daily
- Ability to thrive in a metric driven environment, with a healthy competitiveness to meet and exceed goals
- The flexibility to work shifts, including early mornings evenings and weekends

Why Cloud5?

Since 2011, Cloud5 Communications in Saint John has helped American Express Card Members explore new places and experience the extraordinary. When you join the Cloud5 team, your coworkers will be as passionate about discovering new places as they are providing expert advice and customer service to Card Members.

Here are just some of the benefits of joining Cloud5:

- Competitive compensation and benefits package
- Unique employee travel perks
- Advancement opportunities
- Stable, long-term employer
- Free parking

Click here to [apply](#). Candidates can also email travel@cloud5.com or call (506) 642-8286.