

CRANKY CONCIERGE

Award Travel Architect

Since we launched in 2009, Cranky Concierge has helped thousands of travelers with their flights. We've booked their travels, monitored for issues, and stepped in when things went wrong. We've grown steadily and continuously since then, and now we need more help. This is where you come in.

We're looking for an Award Travel Architect to help clients redeem their miles and points for flights, but there is more to it than just that. Read on for more info.

The Role

- Search for and book award travel for clients. The search will be conducted utilizing different tools and websites. Travel will be booked online when possible but phone bookings - and patience needed to put up with airline agents who don't know the award rules – will be necessary as well.
- While we're looking for someone to help with award travel, there will be a good amount of booking paid travel and helping clients when things go wrong as well. We do most of our bookings in Sabre.
- Arrange hotels, car rentals, transfers, and more in relation to flights that are booked for some clients.
- Prepare flight updates and help clients when things go wrong (missed connections, cancellations, you name it).
- Help new and existing clients by answering phone calls and email inquiries promptly.

How does that sound? If it's the kind of thing you'd like to do, then here's what we're looking for.

You

- Reliable - You'll be working remotely, and we don't like to micro-manage. Things move quickly here and we need everyone to be on duty when expected. If you say you'll do something, we need to trust you'll follow through.
- Passionate - Our clients are looking for someone to really help them understand the ins and outs of their options, and it helps if you feel strongly about what you're suggesting.

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- Creative - Building on that, we need you to use your imagination to find (slightly) wacky solutions. Anyone can find the nonstop, but it takes skill to come up with that 3-stop option via Zimbabwe.
- Quick Learner - We don't require that you know a ton about airline onboard products and the points/mileage world when you start (though it helps). There is a ton to learn, but we'll train you on what you need to know. We just need you to be able to pick things up quickly.
- Detail Oriented - Dealing with air travel is not easy since there are a million important details and all have to be conveyed correctly. Even little things matter. For example, does it bother you that there's no hyphen between "Detail" and "Oriented"? It should.
- Common Sense - You should have it. Clients don't always tell us exactly what they want, so you need to know when to put the pieces together and when to ask for more information.
- Calm - This is for your own good. Things can get intense here. It all moves fast: award seats disappear, clients get angry, and flights cancel. If you can keep yourself calm, you'll be ahead of the game.
- Clean - Not like that. You'll need to have a clean background. Since you'll be handling sensitive data, a background check will be required.
- Business Casual - Our interactions with clients are always professional, but that doesn't mean they're rigid or stilted. It's always a conversation, and it should sound like one. (As for the dress code, well, we're home-based so that's up to you.)

The Details

If you still think you'd be a great fit, then keep reading. Here's where we get into the weeds.

- You'll work from home (or wherever, really), so make sure you have a place that's quiet and comfortable. Strong preference is given to those who are residents of California, North Carolina, Texas, Tennessee, and Virginia since we're already handling employees in those states.
- You'll need to have a PC and internet. Android phones are preferred as well, since we're a Google-based organization.
- Be comfortable with online chat for internal needs. We use both Google Chat and Slack, but that's only if you need someone.

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- To start, we're looking for 15 to 20 hours a week in the evenings, ending at 7:30pm PT, Monday through Friday. We're a small team, so having flexibility to occasionally work other hours is helpful.
- Pay is between \$15 and \$18 per hour depending upon experience.
- We're hoping to have someone start as quickly as possible.

If this sounds like something you'd like to do, then we want to hear from you. We've set up [a handy Google form where you can apply](#).