

# CRANKY CONCIERGE

## Travel Architect

Since launching in 2009, Cranky Concierge has helped thousands of travelers. We've booked their travels, monitored for issues, and stepped in when things went wrong. We've grown continuously since then, and now we're looking for more people to join the team.

We're looking for a home-based Travel Architect to help clients by searching for and booking travel (using money or miles), but there is more to it than just that. Travel Architects can work from anywhere as long as they have access to the internet. Full- and part-time roles are available. Full-time roles include healthcare benefits and more. Starting pay ranges from \$15 to \$18 per hour. Read on for more info.

### The Role

- Search for and book air travel for clients. The search will be conducted utilizing different tools and websites. Paid travel is most often booked in the Sabre system, but some vendors (including all award travel) must be booked directly with the airlines. This can often -- but not always -- be done online.
- 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.
- 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 booking travel 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.

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- 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 - 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, Colorado, North Carolina, Pennsylvania, Texas, Tennessee, Utah, 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 Hangouts and Slack, but that's only if you need someone.
- We have full- and part-time roles available, but all will end in the evening, usually around 6:30pm Pacific Time/9:30pm Eastern Time Monday through Friday. (The end time will vary a bit depending upon the workload each day.)
- Full-time roles come with medical, dental, and vision benefits. The company also has a Simple IRA which you can participate in once the minimum time with the company has been met.

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- Pay is between \$15 and \$18 per hour depending upon experience.
- We're hoping to have you start as soon as you're ready.

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](#).