

Travel Representative

Be Part of Us!

- **United Auburn Indian Community (UAIC)** has an opening for a **Travel Representative**.
- We are a federally recognized Native American tribe, dedicated to improving the welfare of our Tribal Members, our employees, and the surrounding communities.
- UAIC allows employees to be innovative and forward-thinking while working in an environment that respects tradition.
- We provide **100% employer paid** Medical, Dental, & Vision benefits for you and eligible family.
- We contribute to your retirement account **starting at 4%, whether or not you contribute** yourself.
- **Work/life balance** is valued by UAIC -- We provide **fifteen (15) paid holidays and four (4) weeks accrued PTO in your first year**.
- **Complimentary, on-site lunch provided**.
- The starting pay for the position **\$24.00/hour**.
- **Please visit <https://www.auburnrancheria.com/careers/> to apply**

Position Summary

The Travel Representative is responsible for a variety of complex logistical, secretarial, administrative, and clerical duties to support the Travel department and the travel needs of UAIC Tribal members and UAIC government employees. This includes making domestic and international travel arrangements from start to finish while providing superior service and a high level of support with their travel needs. The Travel Representative must routinely use tact and good judgment while communicating with internal and external contacts, offices, and organizations. The Travel Representative is required to exercise independent judgment and initiative in resolving issues to ensure compliance with the Travel, and the organizations policies & procedures.

Job Functions

- Independently assists callers quickly and efficiently by communicating general information about the travel department services and helping them with their travel needs and arrangements.
- Handles complaints and refers callers with questions to the appropriate staff member.
- Schedules appointments, meetings, and conferences as needed.
- Communicates with individual travelers, travel agencies, hotels, ground transportation companies, box offices, etc.
- Conducts trip research, including price and destination verification.
- Purchases travel, making specific travel arrangements, and informing travelers of their final trip details as needed
- Functions as an information source for employees, Tribal members, and business contacts regarding the UAIC travel program and UAIC business travel policies, procedures, and request forms utilizing independent judgment, knowledge, and interpretation capabilities.

- Researches and compiles weekly data for monthly credit card reconciliation, prepares weekly administrative reports upon request, reconciles Tribal member trip accounts, and ensures that all expenses are within UAIC policy guidelines
- Compiles a variety of statistical data for budget requests and support for travel account balances.
- Composes emails, letters, and memos, involving complex requests regarding travel information, itineraries, reports, and other materials, including information of a confidential nature.
- Organizes and routes incoming travel mail, checks, and documents to the appropriate departments, individuals and business contacts as needed daily.
- Sets up, maintains, and files confidential travel documents and records; reviews these and other data for accuracy, completeness, and conformity with established organizational standards.
- Obtains photos from travelers for UAIC business and member trips.
- Promptly and thoroughly a) reviews all requested health and safety training provided, asking questions for any topic not clearly understood and b) reports any health or safety violations
- Communicates effectively verbally and in writing
- Work in a constant state of alertness and in a safe manner
- Maintains regular and predictable attendance that may require Occasional nights and weekends to address any emergencies regarding tribal members' travel plans using a company provided phone

Non-essential Functions

- Other duties as assigned

Qualifications

Minimum requirements

- High school diploma or equivalent
- Three (3) years of administrative and customer service experience in a fast-paced environment, with booking and travel experience preferred
- Excellent computer literacy, specifically experience with Microsoft Office, including Word, Excel, Outlook, and Publisher

Preferred qualifications:

- Associates or Bachelor's degree in tourism, hospitality or related field

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