

## ARC Specialist Ticketing Agent

### Company Background

Roboair, is an early stage global online smart travel portal, designed to empower travelers through next generation technology. Roboair gives travelers the tools and information they need to do smart searches to obtain the best deals on flights and travel related services. Roboair's goal is to provide the world's smartest flight portal to end the traditionally unpleasant flight planning process.

Roboair is looking for an experienced travel professional to help set-up and support online airline booking activities. The ideal candidate understands the set-up necessary for a new travel company and has a desire to help build systems and processes from the ground up.

What you will do:

- Review online booking activity; ensuring all tickets are accounted for in IAR and back office accounting systems
- Identify, research, and correct ticketing errors
- Receive and resolve customer questions and complaints
- Enter system updates
- Help set up and maintain Company associations like A.R.C. (Airline Reporting Corporation) or International Association of Travel Agents Network (IATAN) and/or CLIA number

Qualifications:

- Successful completion of an approved travel school or substantial experience as a travel agent
- ARC Specialist certification or ability to get it within 60 days
- ARC processing experience preferred
- Excellent planning and organizational skills to effectively manage timelines
- Ability to multitask and work in a fast-paced, deadline-oriented environment
- Strong interpersonal and communication skills, both internally and externally
- Detail-oriented, strong work ethic and passion for delivering excellent customer service
- Working knowledge of GDS, Travelport is an advantage
- Prior experience reading and interpreting Airline commission contracts is desirable
- Knowledge of Carrier Reservation System (CRS), CRS' printers, strong understanding of Airline Reporting Corporation (ARC)

We are a small distributed team expanding operations in the US. [This is a full-time position](#) located in Palo Alto, CA.

Please send cover letter with salary requirements and resume to link provided by this Website.

Applicants can obtain more information concerning the ARC Specialist Qualifier(ASQ) Training and examination by visiting the ARC Specialist Training page at: <https://www2.arccorp.com/products-participation/travel-agencies/agency-participation/arc-specialist-certification/>

