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3ETRAVEL JOB DESCRIPTION: TRAVEL CONCIERGE

3ETRAVEL CONCIERGE (INDEPENDENT CONTRACTOR)

Hospitality is at the heart of everything we do at 3 Experiences (3E), and we do it with style, sophistication, and excellence in professionalism. With personalized & caring service, we design high-quality, luxury, travel experiences for our clients, and our dedicated service starts from the beginning of the planning process, all the way until our clients are back home safely.

If you're a super talented, creative mind that isn't afraid to think outside of the box, someone who wants to thrive in a space they can call their own, have a passport, and a passion for ornate things, then you need to join the team at 3E! **Email your resume & cover letter to contact@experiences03.com.** *Learn more about our services by visiting our website at www.experiences03.com.*

Overview of the Position:

In response to the COVID-19 pandemic, like many corporations, 3E was challenged to reinvent old ways of doing business in the digital age. As we continued to expand and adapt the services we offer, we launched two niche service categories, and the reaction was amazingly overwhelming! From there, 3ETravel was born! As more individuals brave the new realities of life after a pandemic, there comes the need for more skilled professionals to support the regrowth of the hospitality industry. Life after a pandemic has shown the world that it is possible to start fresh, learn something new, *and* that you can do it all from the comfort of your own home. In the fast-paced, evolving hospitality industry however, one thing remains true: nothing beats professionalism and skill.

Whether you're a seasoned travel specialist, or simply interested in adding another revenue stream to your world, your affiliation with 3ETravel will open new opportunities for you as you make the lives of our clients and customers just a little more magical. Partnering with 3ETravel puts you in the driver seat of your sales goals, the types of clients and budgets you want to attract, and most importantly, you have the ability to sell only the types of travel experiences you want to discover. We'll make sure you have the resources, access, and information to learn everything you need to know about international travel. All you need is a true understanding of, and an ability to deliver quality customer service and professionalism.

This opportunity is only for those who are self-motivated, business-minded individuals, who are interested in building a profitable portfolio, while enjoying the flexibility of an entrepreneurial lifestyle. If you're ready to partner with a CEO that will push you to be your greatest, creative, and unique self, then apply today! Ultimately, you will gain a strong professional network, experience in digital and social marketing, and an ability to travel the world.

Location: Remote/Home-based; candidate must be able to provide proof of U.S. residency (territories included), with an ability to utilize a stable internet and telephone connection 24 hours a day.

Required Skills & Qualifications:

- Effective, professional communication.
- Highly organized, detail-oriented, and adaptable, with outstanding multitasking abilities.
- An ability to plan travel itineraries per the client's requirements and desires, including basic understanding of ADA compliance/policy.
- Knowledge of required travel documentation.
- An ability to build tour packages, itineraries, and arrange travel formalities.
- Understand air fare rules and/or have an ability to research and use industry partnerships.
- Understand hotel room block management/accommodations and/or have an ability to translate complex information into common language.
- Experienced or Expert proficiency with Microsoft Suite (Word & Excel), Google Suite/Workspace (Sheets, Forms & Docs)
- Beginner or higher proficiency with marketing & design tools (Canva, Adobe).
- Beginner or higher proficiency with CRM systems.
- Aptitude with social media platforms as well as the data tracking tools associated with them.
- Familiarity with consumer psychology and buying habits.

- Ability to work alone or on a team.
- Ability to quickly learn and process information, specifically an ability to process and apply new information related to the pandemic's impact on the travel and event industry.

Duties & Responsibilities:

- Supporting the management and operation of 3ETravel's business and clients including, but not limited to:
 - Obtaining/maintaining any licenses that may be required or appropriate to Contractor's status as an independent contractor.
 - Solicitation of new, and liaison with Contractor's current clients including resolution of any disputes that may arise.
 - Handling reservations, ticketing and other matters required to provide travel services to clients.
- Represent 3ETravel in marketing and other sales campaigns or opportunities.
- Complete all transactions independently, with support from 3E's inside agents, supervisors, or managers.

Day-to-Day Activities: The Independent Contractor reports directly to the CEO for support, but has full control over their day-to-day activities.

Salary and Benefits: This is a commission-based role. All Independent Contractors start at a shared percentage of 70% of commission earnings, for those commissions received through 3E affiliations. You have the ability to earn up to 90%, based on your sales achievement after one year. We pay commissions via direct deposit. For more information about how an independent contract status effects your taxes, please speak with the IRS or your financial consultant.

Frequently Asked Questions & Answers:

- **Is there a fee to join the 3ETravel Concierge Team?**
 - The membership fee for your first year is waived. After the first year, there is an annual fee which covers administrative needs such as access to the CRM system (for managing your clients and invoicing your sales), the Resource Portal (reference guides, job aids, vendor lists, specialized training support, etc.), access to multiple online travel supplier websites, monthly sales reporting, and other marketing support (business cards, social media content, etc.) provided by 3E and our affiliates.
- **Is previous experience required?**
 - Nope! We welcome those new to the travel industry as well as experienced agents.
- **Do I have to speak another language other than English?**
 - No, but if you do, consider it a bonus!
- **What happens after I join?**
 - After a successful interview and qualification period, you will sign an independent contractor services agreement, complete some other paperwork (W-9, direct deposit, etc.) and then start onboarding to access to our systems and vendor list(s). Any necessary training is provided along the way.
- **Where do I source clients and customers?**
 - That's solely up to you! Occasionally 3 Experiences participates in tradeshow and exhibitions where you'll have an opportunity to join us, representing 3ETravel of course, and gain some clients. Otherwise, most new travel agents begin by selling to their personal circle, or simply planning the group trips they already had in mind. The more you tell people you sell travel, you'll likely start getting a lot of referrals – this is a referral-based business.
- **Can I get discounts on my own travel?**
 - As a travel specialist, you will have access to information that is not necessarily available to the general public. In order to receive discounts, you are also required to have certain qualifications/licenses. While discounted travel is one of the many perks of what we do, it is not why we are in the business of travel.
- **How is it possible to compete with big travel chains and brands as an independent contractor?**
 - That's simple – we can compete and are successful because we provide a niche service. We have access to, and only sell the highest quality products and services. We work with suppliers and negotiate exclusive discounts and amenities that are only available through our partnerships. Most importantly, we are in the service of personal & expert guidance – that means we make our client's feel special, not like another name on a list.
- **Do I need business insurance?**
 - We recommend that you purchase E&O (Errors and Omissions) insurance coverage to protect yourself. As an Independent Contractor of 3ETravel, you may not be covered for claims under our insurance.
- **Do you provide marketing support?**
 - Of course! Joining 3E means you are joining a team of professionals, representing the highest standards in customer service and we can't wait to let the world know about you and your special skills!