



Retention Specialist: The Retention Specialist answers incoming calls from members, who are inquiring about their services, billing, and benefits. The Retention Specialist's major focus is to retain members who may be calling to cancel their membership, as well as up-selling or cross selling other membership products.

Hours: 2nd Shift (must be available to do daytime training)

Pay: \$9.00/hour (10% shift differential after 6p.m. and on weekends) + Bonuses

Bilingual Travel Consultant: Service and sell domestic (48 contiguous US) travel requests for air, car, and hotel for all Travelers Advantage. Travel Consultants service members by answering incoming calls and assisting member in reaching solutions for their travel needs. Operate the APOLLO reservation system and a standard PC keyboard to secure information and record transactions. Functions are performed within certain time constraints that are based on the average talk and work time to fellow employees. Maintain expectations of key performance measures. Remain current on all APOLLO improvements, client programs and departmental procedures.

Hours: 2nd shift

Pay: \$14.00/hour (10% shift differential after 6p.m. and on weekends) + Bonuses

Qualifications:

- High School Diploma / GED
- 6 months customer contact experience
- Basic computer literacy required

Benefits:

- Medical & Dental Insurance
- 401K Program
- Paid Time Off
- Tuition Reimbursement

Apply in person Monday – Thursday 10:00a.m. to 4:00p.m. at 300 W. Schrock Rd. Westerville, OH 43081.