



International Travel Company

Client Overview

Our client operates membership programs for vacationers and provides value-added services to its developer clients worldwide. The company has been a pioneer and innovator in serving the vacation ownership market since 1976.

Job Duties: Sales and Customer Support Inbound Calls

Work Schedule:

- Required minimum 15 hours per week (30 intervals)
 - 6 Intervals (3 Hours) on Saturday/Sunday/Combination
- Available
 - Monday through Friday, 9:00 a.m. to 11:00 p.m. EST
 - Saturday 10:00 am – 8:00 p.m.
 - Sunday 10:00 am – 6:00 p.m.

Certification Criteria

Maintain 100% attendance throughout the entire certification course up to and including all live certification

- Complete pre-course work prior to day 1 of class
- Successfully pass all quizzes with a 90% or higher, and all exams with a 90% or higher average
- Successfully pass role play scenarios with the instructor
- Successfully pass mock calls during Phase II
- Successfully pass live certification calls
- Complete assigned homework daily
- Provide a completed notarized affidavit of identification with photo ID
- Complete a background check

Additional Information - This Opportunity Announcement (OA) is a summary of the applicable business opportunity. It is not a legal document, nor a comprehensive review of all terms included in the applicable Statement of Work (SOW).



Program Equipment Requirements

- Windows 7, Windows 8 or Windows 10
- POTS hard line or digital phone line
- Noise canceling headset
- Unattached keyboard with function keys (example: F3, F12, etc.)

What To Expect

- Assist members in placing their wait-list requests for a resort that is currently unavailable.
- Offer members alternative vacation options if their first choice is unavailable.
- Sell membership packages by advising members of the features and benefits of the Core, Gold, and Platinum levels as well as all Interval products.
- Solve member concerns for first call resolution, ultimately avoiding escalation.

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