

Reservation and Transportation Ticket Agent and Travel Clerk

WAGES AND EMPLOYMENT TRENDS

New York City

2006 Entry-level hourly wage	\$9.84
2006 Median hourly wage	\$15.90

New York State

Job growth outlook 2004–2014 (from 8,100 in 2004)	-5%
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JOB CHARACTERISTICS

What do ticket agents and travel clerks do?

- Plan routes, itineraries, and accommodation details, and compute fares and fees, using schedules, rate books, and computers.
- Make and confirm reservations for transportation and accommodations, using telephones, faxes, mail, and computers.
- Prepare customer invoices, and accept payment.
- Answer inquiries regarding such information as schedules, accommodations, procedures, and policies.
- Assemble and issue required documentation such as tickets, travel insurance policies, and itineraries.
- Determine whether space is available on travel dates requested by customers, and assign requested spaces when available.
- Inform clients of essential travel information such as travel times, transportation connections, and medical and visa requirements.

- Maintain computerized inventories of available passenger space, and provide information on space reserved or available.
- Confer with customers to determine their service requirements and travel preferences.
- Examine passenger documentation to determine destinations and to assign boarding passes.

In what type of conditions do ticket agents and travel clerks work?

- **Telephone.** Frequent telephone conversations.
- **Contact with others.** Requires contact with others (face-to-face, by telephone, or otherwise).
- **Indoors, environmentally controlled.** Requires working indoors in environmentally controlled conditions.
- **Deal with external customers.** Must work with external customers or the public.
- **Importance of repeating same tasks.** Must repeat same physical activities (e.g., key entry) or mental activities (e.g., checking entries in a ledger) over and over, without stopping.

EMPLOYEE CHARACTERISTICS AND QUALIFICATIONS

How much education must a ticket agent and travel clerk have?

A high school diploma or GED is usually required; some employers may require vocational training or job-related course work too.

What kind of *licensing* must a ticket agent and travel clerk have?

Ticket agents and travel clerks do not require licensing; however, may require security background check.

How much *work experience* should a ticket agent or travel clerk have?

Previous work-related skill, knowledge, or experience is helpful but is not usually required.

What type of *job training* does a ticket agent or travel clerk need?

Anywhere from a few months to one year of working with experienced employees. What are the most important abilities a ticket agent or travel clerk should have?

- **Oral expression.** The ability to verbally communicate information and ideas so others will understand.
- **Oral comprehension.** The ability to listen to and understand information and ideas presented through spoken words.
- **Near vision.** The ability to see details at close range (within a few feet of the observer).
- **Written comprehension.** The ability to read and understand information and ideas presented in writing.
- **Speech clarity.** The ability to speak clearly so others will understand.

What are the most important *skills* for a ticket agent or travel clerk to have?

- **Active listening.** Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **Speaking.** Talking to others to convey information effectively.
- **Service orientation.** Actively looking for ways to help people.
- **Critical thinking.** Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- **Reading comprehension.** Understanding written sentences and paragraphs in work related documents.

RELATED OCCUPATIONS

- Flight Attendants
- Counter and Rental Clerks
- Travel Agents
- Customer Service Representatives
- Hotel, Motel, and Resort Desk Clerks
- Dispatchers, Except Police, Fire, and Ambulance

SOURCE O*NET Summary reports and occupational databases. Retrieved May 2008, from <http://online.onetcenter.org/>.