

CISV Canada Travel Agent

CISV Canada is interested in engaging a travel agent who will be responsible for coordinating and booking air travel for flights funded by CISV Canada and JB Canada.

This is a volunteer position, with no remuneration. All travel agency fees for domestic and international travel must be waived. The position is for a two year term.

CISV Canada – Background

CISV is a global organization dedicated to educating and inspiring for peace through building inter- cultural friendship, cooperation and understanding. CISV Canada was founded in 1957, and today has 11 chapters across the country.

CISV Canada is a not for profit organization and is exclusively supported by volunteers. Additional information about CISV Canada can be found at www.cisvcanada.org.

Volume of travel

CISV Canada funds approximately 57 return flights per year for our members and committees. The bulk of the flights are domestic, with approximately 8-10 international flights. In 2017, CISV Canada ticketed ~ \$27,000 in air travel.

The bulk of the travel occurs in November, for our National Board Meeting which is hosted in a different chapter location each year, and in the spring for our leadership training and international meetings.

Responsibilities

The responsibilities of the Travel Agent will include:

- Booking flights at the lowest possible rate for pre-approved travelers in accordance with the [CISV Canada Travel Policy](#). The Travel Agent will receive a detailed list of approved travellers 60 - 75 days in advance of scheduled travel. The individual travelers, once approved, will deal directly with the Travel Coordinator to make the travel arrangements.
- Responding to queries within 48 hours of the request, with detailed research and a recommendation for the lowest fare
- Ensuring that travel plans are confirmed and booked by deadlines established by the CISV Canada Executive (typically 60 days prior to the event)
- Leveraging the points accrued on the CISV Canada credit card to the best financial advantage
- All flights are charged to the CISV Canada credit card. The Travel Agent must track bookings on the Purchase order google sheet indicating all relevant information and & provide a copy of all invoices either monthly or at time of booking to the Treasurer of CISV Canada
- There is no requirement to provide optional trip cancellation/trip interruption/medical insurance policies in association with flights booked.

- Ability to provide 24 hour emergency service to CISV travelers (eg. Re-booking cancelled or missed flights)
- Ability to provide service in English is mandatory; ability to provide service in French is desirable

Quality control

- The CISV Canada Travel Agent must be associated with an accredited travel agency, with the ability to respond to travel queries within 48 hours, and ticket within 72 hours.
- The CISV Canada Travel Agent must deploy adequate controls to ensure the enforcement of [CISV Canada’s Travel Policy](#), and that exceptions to CISV Canada’s Travel Policy and other unusual items are identified, communicated to the Treasurer of CISV Canada, and that proper confirmations and approvals are obtained and documented prior to incurring any charges. □

Remuneration

- There is no remuneration offered.
- No agent/travel fees will be applied to any tickets.

Exclusions

The engagement of a Travel Agent is limited to air travel which is funded and approved by CISV Canada and CISV JB Canada.

The Travel Agent may take on engagements to book other CISV travel (eg. Delegations), but these would be coordinated directly with the travelers, and are not subject to terms of the CISV Canada Travel Policy. In cases where travel costs are not funded by CISV Canada or JB Canada, the Travel Agent, at their discretion, may choose to apply ticketing fees that are typically charged by accredited travel agencies.

Evaluation

Submissions will be evaluated on the following criteria:

Travel agency experience and references	60%
Knowledge of/ familiarity with CISV and volunteer commitment statement	30%
Emergency services package	10%

Expressions of Interest

Expressions of interest will be accepted until noon, EST, April 15, 2018.

Expressions of interest will be sent to RFP@ca.cisv.org.

Expressions of interest will include

- Description of professional experience and qualifications
- Description of accredited Travel Agency, and association of candidate to the agency
- Comment on the extent of services, including comment on Emergency travel services
- Declaration of [conflict of interest](#) within CISV Canada
- Description of previous CISV experience
- Statement of volunteer commitment – why do you want to take on this role within CISV Canada
- References