

Flight Specialist Reservation Agent

Ref: FSRA - 2019



Partner with us to craft island experiences



Islandian is looking for a Flight Specialist Reservation Agent. The successful candidate will be responsible to:

Responsibilities

- Establish quotations upon requests from the different customers (partner agencies and BtoB clients)
- Assist and advise sales agents with a solution-based approach
- Create, handle and monitor flight bookings
- Ensure follow-up and proceed with ticketing arrangements
- Ensure close follow-up on a day-to-day basis of all special flight requests and liaise with airlines when required
- Ensure follow-up of Airlines Invoicing
- Initiate accommodation and other activities options and manage firm bookings
- Handle qualification calls to customers and ensure qualification process follow-up
- Process and send travel documents to customer once payment is fully settled
- Handle customer requests during post booking process
- Deal with clients on a day to day basis (by phone, email, chat, SMS, WhatsApp) with a proactive and customer-oriented approach.
- Any other cognate duties assigned by the Management

Qualifications

- IATA diploma or any other relevant qualification in travel, tourism etc...
- At least 1-3 years of experience in a similar position
- Good knowledge of Sabre GDS will be an advantage

Candidate Profile

- Good communication skills
- Customer Oriented
- Professional and assertive
- Attention to details
- Flexible
- Good team player and Motivated
- Pro-active

Detailed curriculum vitae with supporting documents should be sent by **October 31, 2019** on:

careers@rogers-aviation.com



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