

## Partner with us to craft island experiences



Islandian, part of **Rogers Aviation** is looking for a Reservation Agent.

### Responsibilities

- Prepare quotes for Islandian and other partner agencies as per agent requests within the allotted timeframe
- Handle sales agent calls – requests for rates not available on the BtoB system
- Assist and advise sales agents with a solution-based approach (e-mail, telephone, skype or any other communication support)
- Hold and manage option on hotels, flight, cruises and other service provided
- Prepare PNR and order form for ticketing purposes, proceed with ticketing service request
- Make accommodation bookings and ensure close follow up – liaise with Hotels/DMC for client bookings
- Process payment by sending bank details to customers, establish formal invoices and ensure close follow up
- Process, confirmed booking and send travel documents to client once payment is full settled
- Provide after sales service and constant follow up with client
- Be a facilitator and a team player within the whole organization (Tour Operator, Sales, Tools & marketing departments)
- All other related day to day operation tasks
- Any other cognate duties assigned by the Management

### Qualifications

- 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](mailto:careers@rogers-aviation.com)