



Job Description

Position Title	Assistant Manager - Travel
Department	Travel & Events Department
Reporting To	Deputy Manager, Travel and Events
Date	October 2017
Type of Position	Full Time

POSITION DESCRIPTION

The incumbent will be responsible to provide the administrative and technical support to the Manager with particular emphasis on responding accurately and promptly to queries and follow-ups from Faculty, Staff and Students, Travel Agencies, Commercial and Government houses on subjects requiring Manager's action.

DUTIES AND RESPONSIBILITIES

- ✓ Guiding and supervising the reservations and ticketing functions and ensuring efficient operation to achieve an acceptable standard of services;
- ✓ Making Conference registrations, visa assistance, hotel booking and transfer reservations;
- ✓ Answering all incoming queries promptly and efficiently. Comparing fares and issuing tickets;
- ✓ Sending pre-paid tickets. Advising and acting incoming queries. Processing refunds;
- ✓ Working at the travel desk and assisting faculty, staff and conference guests with the traveling problems. Coordinating and confirming any pending travel reservations of special requirements.
- ✓ Maintaining the data i.e. recording/generating filing systems/ retrieval of related documents/tracking project status.
- ✓ Coordinating Manager's meetings with Agents, Consolidators, Tour Operators, Airlines Consultants and HU Executive Office, Faculty and Staff. Taking minutes of formal meetings and follow up on action items.
- ✓ Following up the sanctions requested with Operations Department to ensure that these are approved and received in timely manner.
- ✓ Coordinating and arranging for bi-weekly Departmental Meetings, minutes and proceeding and following up on action times.
- ✓ Coming up and supporting the engagement activities for vendors, embassies, visa consultants etc.
- ✓ Ensuring to provide timely and constant provision of efficient services and information regarding airlines and tickets for the institution and in liaison with concerned departments.
- ✓ Handling and investigating airlines related complaints, concerns, problems faced by Faculty & Staff and resolving the issues.
- ✓ Monitoring the travel market, competitor's activity and promotional schemes and providing feedback and recommendations to management for appropriate action.
- ✓ Performing other duties as may be requested by the Managers.

REQUIRED JOB SPECIFICATIONS

Required Qualification	<ul style="list-style-type: none">✓ Bachelors in Business Administration preferred✓ Reservation & Ticketing IATA/UFTA Certification would be preferred
Required Experience	<ul style="list-style-type: none">✓ 1 to 3 years Airline Reservation & Ticketing experience.✓ Global Distribution System(GDS) experience would be preferred✓ Demonstrated ability to work cross-functionally in a complex, highly competitive and fast moving business environment.✓ Strong commercial awareness/marketing acumen.✓ Comprehensive working knowledge of the Travel industry

REQUIRED JOB COMPETENCIES (Technical and Soft Skills)		
<i>S#</i>	<i>Competency</i>	<i>Criticality (High / Low / Medium)</i>
1.	Awareness of reservation & ticketing	High
2.	Written and verbal communication skills.	High
3.	Numerical reasoning	High
4.	Time Management	High
5.	Relationship Development	High
6.	knowledge of routes	High