



### Job Description

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

**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