

## JOB DESCRIPTION

Position Title	Manager, Travel & Admin
Department	General Administration and Material Management
Reporting To	Head of Administration & Facilities
Type of Position	Full Time, Regular

### **POSITION DESCRIPTION**

We are seeking a dynamic and organized individual to join our team as the Manager of Administrative and Travel Services. This role is responsible for overseeing the provision of comprehensive administrative and travel-related services for faculty and staff. The Manager will handle international air travel bookings, international visas, domestic and international tours, and religious tourism. The incumbent will correspond with designated service providers, including travel agencies, hotels, and telecom service providers, to obtain services in accordance with the University's policies and procedures. This role requires flexibility with scheduling, including the ability to work evenings, weekends, and attend to emergencies as needed.

### **DUTIES AND RESPONSIBILITIES**

#### **Oversee and Manage International Travel:**

- Arrange and coordinate all aspects of international travel to meet the specific needs of faculty and staff.
- Plan international routings, fare calculations, and ticket changes in a cost-effective way, in line with the University's policy.
- Ensure adequate travel insurance for travelers, completion of travel health requirements, and liaison for assistance at the airport.

#### **Visa and Immigration Management:**

- Prepare applications for international visas of faculty and staff with the help of travel agents.
- Liaise with embassies/consulates for submission of applications along with the required supporting documents.

#### **Tour and Religious Travel Arrangements:**

- Arrange domestic and international tours, including religious travels of staff through tour operators in the most cost-effective way.

#### **Vendor and Service Provider Management:**

- Correspond with travel agencies, hotels, and telecom service providers to secure the best services and rates.
- Meticulous follow-up with the University's Finance department for timely payments to travel and other vendors as per agreed timelines.

#### **Administrative Oversight:**

- Assist in developing and implementing policies and procedures related to travel and administrative services.
- Ensure compliance with policies and procedures in all administrative and travel-related matters.

#### **Team Leadership and Development:**

- Supervise and provide guidance to the Admin and Travel team.
- Ensure team members are adequately trained and aware of best practices in travel management and administrative support.

### **REQUIRED JOB SPECIFICATIONS**

Required Qualification	<ul style="list-style-type: none"> <li>• Bachelor's degree in Business Administration, Hospitality Management, or a related field.</li> </ul>
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Required Experience	<ul style="list-style-type: none"> <li>• Minimum of 10 years' work experience with an IATA Travel Agency or an Airline.</li> <li>• Thorough knowledge and hands-on experience in GDS (Sabre, Galileo and/or Amadeus) with proficiency in international fare calculations and routings.</li> </ul>
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<b>REQUIRED JOB COMPETENCIES (Technical and Soft Skills)</b>		
<i>S#</i>	<i>Competency</i>	<i>Criticality (High / Low / Medium)</i>
1.	MS Office	Medium
2.	Communication skills	High
3.	Relationship building	High
4.	Multi-tasking	Medium
5.	Travel Technology	High

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 Verified By (For HR Only)

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 Line Manager (If Any)

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 Head of the Department

Revision Date	January 2024	Version	
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