

ECC SENIOR CONSULTANT (AFTER HOURS)

The above-mentioned position is within the After-Hours ECC Department

- ❖ Location Gauteng Area, Rivonia

RESPONSIBILITIES INCLUDE:

- To effectively assist all clients with after-hours emergency travel requirements.
- To provide the best advice and solutions to all requests ensuring a cost effective solution to the client.
- Ensure the on-going all-encompassing viability of the Emergency Call Centre division
- **Reservations, Fares, Issuing and Reissuing Tickets:**
 - Complete understanding of the Amadeus/Galileo/Sabre GDS
 - Issue full domestic and international reservations including air & all land arrangements.
 - Complete understanding of reissue fare calculations
 - Knowledge and use of client corporate fare deals and company deals
 - Ability to accurately conclude multi-sector reservations
 - On line booking tool fulfilment e.g. Travelit, AeTM etc.
 - Knowledge of all systems
- **Quality Control (QC):**
 - Low error ratio vs number of calls
 - 90% Adherence to call SLA criteria
 - Accuracy and attention to detail in the call logging process
- **Policies and Procedures:**
 - Alignment to all polices / procedures found on Dashboard
 - Adherence to the code of conduct
 - Fully conversant with the paperless procedure
- **Standard Operating Procedures:**
 - Full understanding of the SOP procedures, in line with ISO 9001
 - Full alignment to the SOP
- **Preferred Partners:**
 - Fully conversant with preferred partners both of the Establishment's and the Client's
- **Profit Performance:**
 - Ensure that all fees are correctly charged at time of ticketing
 - All vouchers correctly issued and emailed to the client and supplier
 - Cost conscious for both the Establishment and the client
- **Client Satisfaction:**
 - Understanding and adhering to the clients' travel policies and procedures
 - Ability to read and understand all client profiles for processes and corporate deals with preferred partners
 - Personal accountability for client satisfaction and retention
 - A strong sense of urgency
 - Remain calm and assist the client during the emergency to the best of our ability, in the quickest possible time frame and at the best fare available
 - Excellent telephone etiquette
 - A client centric mentality, with consistent extra mile service
 - Solution driven
- **Inter-departmental Business Relationships:**
 - Attendance of company meetings and functions/team building
 - Building and maintain multi- level relationship
 - Networking at industrial related events
 - Team player



JOB CHALLENGES:

- Consistent & Self Motivated
- Ability to cope under pressure with high volumes
- Excellent problem solving skills
- Cultural diversity
- Client conflict
- Solution driven – offer alternatives / find the right solution for the client
- Team work in a home network environment

EXPERIENCE and KNOWLEDGE REQUIRED FOR THE POSITION:

- **Matric Qualification**
- **Travel Diploma**
- **Minimum 6 years' experience with at least 4 being in a senior role in a similar organisation**
- All fares courses
- Sound geographical knowledge
- All GDS systems
- Full understanding of all preferred travel partners
- Conflict resolution course an advantage
- Call Centre training an advantage
- Online booking platforms

INTERESTED CANDIDATES should forward a comprehensive CV for the attention of: Recruitment

E-mail address: nthabi@sonovatehr.co.za

Or call 011 047 6327 or 011 436 9021