

## **Senior Shift (After-hours) Consultant**

The above-mentioned position is within the Energy, Mining and Marine Department

- ❖ Location Gauteng Area, Rivonia

### **RESPONSIBILITIES INCLUDE:**

- **Reservations, Fares, Issuing and Reissuing Tickets:**
  - Ability to consult on the Amadeus GDS
  - Knowledge of Sabre/Galileo an advantage
  - Full understanding and ability to facilitate bookings via an Online Booking system, portal, or any other medium, e.g. AETM, Travelit.
  - Issue full domestic and international reservations including hotel, car, air, transfer, B&B etc
  - Accurately complete all reissues
  - Ability to quote Marine and Offshore fares and full understanding of the conditions of these fares, and eligibility
  - Ability to accurately conclude multi-sector/round the world reservations
  - Ability to complete all refunds accurately
  - Ensure corporate fares are utilized
  - Use of company fares where required
  - Awareness of blacklisted airlines and EU Banned list
  - Awareness of payment options in Africa
- **Quality Control (QC):**
  - Low error ratio verse number of transactions
  - 99% of calls required to be answered
  - 90% adherence to Call SLA criteria
  - 90% attained on QC checks done on reservations
- **Policies and Procedures:**
  - Alignment to all the policies and procedures found on Dashboard and explained during induction.
  - Company code of conduct to be read, understood, signed and upheld.
  - Fully conversant with the paperless procedure
- **Standard Operating Procedures:**
  - Full understanding of the SOP procedures, in line with ISO 9001
  - Full alignment to the establishment's SOP
  - Preferred Partners and Clients' Profiles:
    - Fully conversant with preferred partners both of establishment and the client
    - Strategic approach when quoting preferred partners
    - Ability to update all travellers' profiles for the client
- **Profit Performance:**
  - Ensure that all fees are correctly charged at time of ticketing including invoicing and referral bookings
  - No tickets to be on the un-invoiced & non-validated dossier ticket list
  - All ECC charges invoiced out the following day
  - Ability to benchmark accurately, as per client requirements
  - Ability to document required client references accurately
  - Ability to identify other opportunities for additional income and savings to client, when quoting.
  - All vouchers correctly issued and emailed to the client and supplier
  - Cost conscious mind-set for both the company and the client
- **Client Satisfaction:**
  - Understanding and adhering to the clients' travel policies and procedures
  - Understanding of Marine and Offshore terminology
  - Understanding Crew Rotations and the ability to organize and anticipate client's requirements
  - Understanding Security Restrictions
  - A client centric mentality, with consistent extra mile service
  - Ability to build relationships with clients

- Immediate attention to any client complaint
- Adhere to the company's /client turnaround times
- Ability to read and update all traveller and client profiles
- Personal accountability for client satisfaction and retention
- A strong sense of urgency
- Excellent telephone etiquette
- 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

## **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**
- **Beginners, intermediate and advanced fares course**
- **Ticket reissue course**
- **Ticketing course**
- **Super user courses**
- Business with charm and savvy
- Customer service course
- Sound geographical knowledge
- Sound visa knowledge
- **SAM and AGM course**
- Call centre training an advantage
- Marine and Offshore training

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

**E-mail address:** [nthabi@sonovatehr.co.za](mailto:nthabi@sonovatehr.co.za)

Or call 011 047 6327 or 011 436 9021