



## **Senior Travel Consultant**

The above-mentioned position is within the Operations Department

- ❖ Location KZN Area, Umhlanga

### **RESPONSIBILITIES INCLUDE:**

- Effectively action the travel booking process at all levels, resulting in an efficient
- Effective and cost conscious travel service delivery that differentiates from the competitors
- **Reservations, Fares, Issuing and Reissuing Tickets:**
  - Knowledge and work on the Amadeus/Galileo/ Sabre GDS
  - Issue full domestic and international reservations including hotel, car, air, transfer, B&B etc.
  - Accurately complete all reissue
  - Ensure corporate fares are utilized
  - Full understanding of Travelit
- **Quality Control (QC):**
  - Low error ratio to number of calls
  - Ability to accurately conclude multi-sector/round the world reservations
- **Policies and Procedures:**
  - Alignment to all policies/procedures found on Dashboard
  - Fully conversant with the paperless procedure
- **Standard Operating Procedures:**
  - Full alignment to the Standard Operating Procedures
  - Full understanding of the SOP manual
- **Preferred Partners and Client's Profiles:**
  - Fully conversant with preferred partners both of Establishment and the client
  - Ability to access customer profiles for preferred partner information
- **Profit Performance:**
  - Ensure that all fees are correctly charged at time of ticketing including invoicing and referral bookings
  - No tickets to be on the uninvoiced ticket list
  - 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
  - The ability to advise the solution to the problem
  - A client centric mentality, with consistent extra mile service
  - Ability to build relationships with clients
  - Immediate attention to any client complaint
  - Adhere to the Establishment/client turnaround times
- **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:**

- Ability to handle pressure and volume
- Offering a consistent extra mile service while adhering to the SOP and SLA
- Client retention
- Excellent Fares knowledge
- Excellent Problem Solving skills



**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**

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

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Or call 011 047 6327 or 011 436 9021