



Effective for: January 2018

JOB DESCRIPTION & ACCOUNTABILITIES

NAME: TBA	TBA	REPORTING TO:	TBA
POSITION TITLE:	Junior Executive – Travel Ops	DIRECT REPORTS:	Nil
DEPARTMENT:	Travel Operations	LOCATION:	Colombo, Sri Lanka

POSITION PURPOSE:

This position provides overall support to the Colombo teams across all brands. The role will include a varied number of tasks including completing the initial steps for the on-line booking process and updating and maintaining accurate customer records and transactions in Starship.

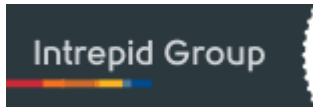
You will require a high level of attention to detail as well as highly effective communication skills in order to work closely overseas teams and provide exceptional customer service.

QUALIFICATIONS AND EXPERIENCE

- Experience with computer systems essential
- Competent in use of Microsoft office software including excel
- Previous experience and exposure in similar capacity will be an added advantage.

OTHER SKILLS AND ATTRIBUTES

- Highly proficient spoken and written English skills
- High attention to details
- Excellent organisational and time management skills
- Excellent customer service
- Ability to work to deadlines
- Ability to work independently and in a team
- Ability to work under pressure and prioritise multiple tasks
- Friendly, flexible, adaptable
- Responsible and reliable



Annual Operational Accountabilities	Benchmark Measure
<p>Customer service</p> <ul style="list-style-type: none">• Responding to requests in a timely manner• Ongoing communication on your progress• Communicating in a professional manner	
<p>Booking process</p> <ul style="list-style-type: none">• Support the teams by completing specific tasks as requested, this includes but is not limited to:<ul style="list-style-type: none">○ Updating customer bookings as necessary○ Run and action reports for final payment, final documents, passenger information○ Assists with visa's and insurance○ Send follow up emails such as thanks for booking and welcome home• Supporting product teams by completing specific tasks as requested, this included but it not limited to:<ul style="list-style-type: none">○ Supplier communication and confirmations○ Update changes into the starship/elements booking system	