

Operations – Ticketer

DESCRIPTION

Established for 40 years, we pride ourselves on offering the best services to independent travel agents who need our product expertise to help them create high-quality tailor-made travel arrangements for their customers the USA, Canada, Mexico and the Caribbean.

We are offering you the opportunity to work for a dynamic organisation as a Ticketer in our busy Operations team

JOB PURPOSE

To issue and reissue tickets checking all details are correctly booked
To liaise with airlines regarding any ticketing rules or queries
Monitor advance bookings to ensure they are booked on time

REQUIREMENTS

1. Essential Experience

Worked in a similar role within the travel industry issuing I.T Cat 35 fares within the last 3 years

At least 1-year current ticketing experience with Galileo or 2 years with another airline reservation system (Sabre or Amadeus)

Prior experience issuing tickets and reissuing tickets on scheduled airlines

Trained to a high IT standard including Word and Excel

Able to work under pressure

Good verbal and written communication skills

Able to multitask including the ability to manage a busy mailbox

Work well in a team

Excellent attention to detail



2. Useful Experience

USA airlines, routes and destination knowledge

HOURS OF WORK

40 hours per week,
Monday – Saturday 9am - 5.30pm with a day off in lieu when working a Saturday

BENEFITS

Starting salary of £25,000 per annum
Working from home allowance £1,200 per annum
Annual non-sales bonus paying up to 5% of basic salary if the company hits its sales goals
28 days paid holiday (including bank holidays) increasing to 33 days for long service
Option to purchase up to 5 additional days holiday
Annualised hours giving the opportunity to bank additional worked hours to be used another time as additional holiday
Flexible working hours
Home Working
Excellent Training
Employee Assistance Programme
Optional Dental Plan
Free eye tests
Workplace Pension
Discounts for your own holidays
Incentives and Company events

