

العربية للطيران
airarabia.com

Vacancy-Reservation and Ticketing Agent

Air Arabia

Welcome to Air Arabia, the Middle East and North Africa's first and largest Low Cost Carrier (LCC). We fly you to over 101 destinations spread across the Middle East, North Africa, Asia and Europe. We offer you comfort, reliable and value for money air travel across our network and with our value proposition "More than Just Low Fares", we help you to fly more often to more places at your own convenience!

About Your Job:

Responsibilities:

- Makes and confirms reservations for passengers and travel agencies
- Issue tickets quoting correct fare to reduce passenger complaints and debit notes
- Advise of changes in flight plan or to cancel passenger reservations
- Advise load control personnel and other stations of changes in passenger itinerary to control space and ensure utilization of seating capacity on flights.
- Initiate and promote G9 product to generate the revenue
- Record and process reservations made by phone/fax/e-mail; action telex messages and authorities.
- Handle helpdesk-assist travel agents with seat confirmations
- Plans route and computes ticket cost, using schedules, rate books and computer
- Telephones customer or travel agents to advise of changes with travel conveyance or to confirm reservations, as well as alternate available options
- Answer inquires made by travel agencies or transportation firms, such as airlines, bus companies, railroad companies, and steamship lines

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About You:

To be successful in this role, you will need a Trade or Vocational Qualification combined with a minimum of three years of job-related experience with preferably two years working for an airline. You will need a sound understanding of reservations and ticketing using AccelAero system. You will need a thorough knowledge of fare construction and ticketing and must be able to work effectively within a team environment.

You will need to be fluent (written and spoken) in English to perform this role.

Note: you will be required to attach the following:

1. Resume / CV

Send your request along with your latest resume + picture to the following email address:

Info.thr@airarabia-gsa.ir