

## CTO Agent – Reservations and Ticketing Agent

### Anjuna Canada Inc – Vancouver

Anjuna Airline Solutions, the leading specialist airline General Sales Agent is looking for an experienced Reservations/Ticketing Agent.

#### Full-Time Position

**About the position** – You will be acting as a customer support representative responsible for Reservations and ticketing activities of several top tier airlines servicing both the general public and members of the travel industry.

#### Job Duties and Responsibilities:

- Service Customer Phone calls from the general public and travel industry professionals
- Service E-mails from customers and travel industry partners/vendors
- Assist with new Reservation bookings as well as with changes to existing bookings.
- Issue tickets for customers on behalf of our airline partners.
- Daily reporting and reconciliation of ticketing activities.
- Assist the Operations Manager in reviewing airline chargebacks and issuing ADM's and ACM's
- Prepare Fare Comparison worksheets for our Sales Team and contracted airlines.
- Assist in promoting and securing Group bookings for our clients.
- Groups handling for our client carriers

#### Desired Skills – The successful candidate should have experience in the following areas

- At least two years working in an Airline or Travel Agent Call Center environment with focus on international travel.
- Experience working in airline GDS systems, with preference given to those with a strong skill set in **Sabre, Sabre Interact, Amadeus and Travelsky**.
- Knowledge of International ticket issuance in accordance with IATA Guidelines. Ability to understand ticketing regulations and interpreting ticket coding and fare calculations.
- Analyzing contracted airline and competitor fare data.
- Strong geographical knowledge with emphasis on Africa, Middle East and Asia Pacific.
- General understanding of airline chargebacks and issuing Debit/Credit memo's as appropriate to the travel agent community.
- Fluency in **English** and **Chinese** are mandatory for this position. Proficiency in other languages is also encouraged. Please note language proficiency skills on your resume/CV.
- Must be a team player. Ability to work with others and assist with multiple responsibilities simultaneously.
- Commitment to customer service excellence
- Excellent verbal and written communication skills in English and Chinese.

**Shifts available**

- Mon.-Fri. between 9:00am and 8:00pm Eastern Standard Time. Some Weekend and Holiday work may be required based on our client requirements.
- Candidate should be available to work starting on/after November 15, 2024.

**Salary and Education**

- Salary will be highly competitive with like positions in the industry. Final salary will be commensurate on your skills and experience.
- Minimal Education level – High school graduate.

**Apply Now**

Interested applicants should forward their resume to [careers@anjunagsa.com](mailto:careers@anjunagsa.com)

Only successful applicants will be contacted.