

Job Title:	INTERNATIONAL TRAVEL CONSULTANT	Job Category:	N/A
Directorate:	COMMERCIAL OPERATIONS	Department:	KTO
Location:	Bairiki, TARAWA	Travel Required:	N/A
Level/Salary Range:	An attractive remuneration based on skills and experience	Position Type:	FULL TIME EMPLOYMENT
Reports to:	Kiribati Travel Office Manager	Posting Expires:	Posting Expires

Job Description

OVERVIEW

Kiribati, officially the Republic of Kiribati, is a sovereign state in Micronesia in the central Pacific Ocean. The permanent population is just over 110,000 (2015), more than half of whom live on Tarawa Atoll. The state comprises 32 atolls and reef islands and one raised coral island, Banaba.

Air Kiribati Limited is the national airline of Kiribati operating passenger services within the Gilbert Islands of Kiribati, and within the Line Islands. It also utilises other international airlines to assure regular air services into and out of Bonriki. It also operates charters, medical evacuation and search and rescue services. Its main base is Bonriki International Airport, Tarawa Atoll.

Air Kiribati with the support from the Government of Kiribati has decided to enter into international jet operations, operating a fleet of 2 Embraer 190 E2 aircraft. Services are to commence in December 2019. This will form the nucleus of its international operations.

As such the airline is currently undergoing a process of institutional strengthening to allow the carrier to take on greater levels of domestic and international services.

A key reform is the establishment of a new travel agency – separate to Air Kiribati’s existing travel centre. To be known as the Kiribati Travel Office (KTO) it will be a one stop shop for all international travel bookings and provide 24/7 back up and support.

POSITION OBJECTIVES

This position is responsible for assisting the KTO manager fulfill travel customers' travel related requests in airline ticketing arrangements, hotel accommodations and car rentals to result in maximized profitability for the client and the KTO. The position will provide exemplary customer service through the communication of travel related information.

As a staff member in Air Kiribati’s business it is expected that activities must be carried out in accordance with Air Kiribati’s policies and procedures at all times. This position will be required to work in a professional manner with honesty and efficiency.

The position reports directly to the Kiribati Travel Office Manager.

ROLE AND RESPONSIBILITIES

- Receives and prioritizes travel requests.
- Confers with travelers to determine destination, mode of transportation, travel dates, necessary

accommodations, and budget required for domestic and international business travel.

- Consults published and computer sources to analyze and evaluate commercial rates, lowest logical airfare, times, routings, and appropriate car rentals.
- Books reservations for air travel, hotel and car rentals. Accurately prints air tickets.
- Serves as general resource for travelers, and researches problems and resolves issues.
- Promotes the acceptance of fares, rates and suppliers that match the client's travel program policies and negotiated contracts. Applies discount programs appropriately.
- Moves market share and promotes the Kiribati Travel Office's preferred suppliers.
- Remains informed of all airline rules and regulations and current affairs. Communicates information to clients accurately and appropriately.
- Builds and maintains client profiles, ensuring special requests and reward program information such as frequent flier / drive / hotel stay are included.
- Monitors, sorts and works GDS queues continually throughout the day to maintain quality control.
- Maintains and promotes professional and courteous client relations by managing a prompt and accurate response to telephone and email communications
- Imparts international travel information to travelers, such as passport, visa, and inoculation requirements, customs regulations, and currency exchange rates.
- Provides back-up support to co-workers and associates as assigned.
- Assumes and performs other duties and responsibilities not specifically outlined herein, but which are logically and properly inherent to the position.
- Is responsible for meeting sales goals for corporate agents and being profitable. Key Performance Indicators
- Meeting Clients and assisting with bookings and queries
- Issuing Domestic and International Tickets
- Issuing PTA- Prepaid Ticket Advise
- Providing Excellent Customer Service

SKILLS AND EXPERTISE

- Ability to create Domestic and International Bookings
- Ability to issue Domestic and International Tickets
- Can issue PTA – Prepaid Ticket Advise
- Have experience in providing Customer Service and can interact with customers at all levels
- Compile Daily Passenger Listing as required.
- Assist with reconfirmation of Domestic and International Ticketing
- Ability to compile Daily Sales reports for balancing with Cashier
- Carry out instructions and assist Customer queries.
- Communicate and build Team Work with others

SELECTION CRITERIA

- Secondary Level or Higher qualifications
- At least one year experience in the Travel Industry
- Must have experience in Amadeus, Sabre or Galileo and or Videcom Systems
- Must be fluent in spoken and written English with good communication skills
- Must have Computer Skills on the Word/Excel and use of the Internet
- Experience in providing Customer Service

I have read and understood the contents of this document and commit to carrying out the duties associated

with this position in accordance with this document and company policy and procedures.

Name (Print): _____ Date: _____ Signature: _____

In the presence of:

Name (Print): _____

Signature: _____ Date: _____

Reviewed By:	GM COMMERCIAL OPERATIONS	Date:	<INSERT DATE>
Approved By:	CEO	Date:	<INSERT DATE>
Last Updated By:	D.ROCHFORD	Date/Time:	<INSERT DATE>