

Position Description



Title:	Airfare Reservations Consultant	Reports to:	Head of Inside Sales and Reservations
Team:	Inside Sales and Reservations	Type:	Full Time
Location:	Head Office – Surry Hills	Position Description completed:	June 2022

Primary Purpose of the Role

The Airfare Reservation Consultant is responsible for dealing with passengers, partners, expedition team and staff to coordinate travel arrangements and issue airfare tickets. The focus will be to deliver a superior customer service for both internal and external travellers.

Key Accountabilities

- Source and book the most suitable international and domestic airfares based on individual needs
- Responding to flight enquiries and quoting fares by using GDS or other related airline systems and websites
- Work closely with both the Expedition Team and Sales and Reservations team to book and ensure accuracy of flight information provided and service standards are met
- Provide airfare quotes to add to voyage enquiries and pre/post tours
- Manage the group charter flights & Hotel Allotments – in conjunction with the Product team by securing, maintaining and executing airline charters required in conjunction with voyages.
- Construct and maintain flight reservations and ticketing training manuals and resources
- Liaise effectively with agents and suppliers to ensure itineraries, booking, invoices and receipts are managed and or shared
- Build effective relationships with existing airline partners and act as the key contact.
- Investigate and build new airline partnerships that will be beneficial in growing Aurora’s business objectives
- Airline contracting – Ensuring best and most appropriate airfares and T&C’s for the business with the aim of growing FOC’s, overrides, value adds etc. Work in conjunction with the product department in creating specials, deals and tactical sales tools using airfares.
- Issue airline tickets according to airline policies and procedures and deliver correct copies of documentation including details of change/cancellation fees for distribution to passengers.
- Monitor, manage and action GDS queues in accordance with itinerary requirements. Communicating with customers to advise of applicable air itinerary changes resulting from an airline-initiated flight change.
- Quality checking and confirming weekly ticketing invoices with Accounts.
- Provide necessary airline or route updates to the Sales & Reservations team wherever appropriate.
- Maintaining airline contract fares and rules to ensure best air schedules and fares are utilised
- Liaise with staff to book flights for staff business travel
- Coordinate all international and domestic ticket reissues

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- Participate and/or assist as necessary in out-of-hours work functions.
- Organise travel arrangements for passengers in emergency situations at times that may fall outside of the usual working hours, as required.
- Work with a 'continuous improvement' mindset: actively seek and implement process improvements.

Key Challenges

- Flexibility to work effectively with multiple customers across multiple time zones.
- Enjoy the challenge of difficult / interesting itineraries

Capabilities for the Role

Capability	
Communication	Superior interpersonal and exceptional written and verbal communication skills. Exceptional attention to detail and accuracy in written communications.
Problem Solving	An open mind, lots of curiosity and the ability to problem solve. Looks for and implements solutions to complex challenges. Analytical skills, with a proactive and positive attitude
Time Management	Ability to manage multiple tasks and prioritise efficiently. Strong time management skills are essential.
Relationship Management	Great listening skills and team focused. Exceptional customer service skills, with the ability to build rapport with all parties.
Adaptability	Adaptable and flexible with the ability to thrive in a fast-paced environment with lots of variety. Willing to take on tasks outside the key responsibilities, as required.

Experience and Qualifications

Essential

- 5+ years' experience in retail and/or wholesale travel sales/consultancy.
- Solid airfare and ticketing experience with the ability to book complex international itineraries.
- A good understanding of airfare construction and wholesale airfares
- Knowledge and experience in dealing with overseas tour operators.
- Ability to understand and develop quotes involving multiple foreign currencies.
- Solid product knowledge of international destinations, specifically those being offered by Aurora Expeditions.
- Expert knowledge of MS Office.
- Working knowledge of relevant tools and technologies, including but not limited to GDS (Galileo, Amadeus preferred) and Salesforce.
- Appreciation and respect of natural and cultural environments
- Demonstrated experience working well within a team environment.

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Desirable

- Previous experience and knowledge of adventure/expedition travel to Polar destinations.
- Experience working on group bookings.

Key Relationships

Who	Why
Internal	
Head of Inside Sales and Reservations	Direct report
Inside Sales and Reservations Team	Foster a positive team culture with colleagues
Sales Team	Work closely with APAC and Global BDM's and Sales Directors to achieve common goals.
Aurora Staff	To organise airfare travel
IT and Systems	Systems feedback, improvement ideas and participating in development programs.
Expedition Team/management	Liaise with Expedition Team Management on expedition team travel requirements.
External	
Customer	Liaising with your direct customer or trade partner on airfare enquiries and queries.

Direct Reports

N/A

Authored By:	Carolyn Wiseman	Date:	June 2022
Approved By:		Date:	
Last Updated By:		Date/Time:	