**Job Title: Reservation & Ticketing Staff**

**Job Summary:**

The **Reservation & Ticketing Staff** plays a key role in handling passenger reservations, ticketing services, and customer inquiries while ensuring a seamless booking experience. This position requires strong communication skills, attention to detail, and the ability to work effectively under pressure in a fast-paced airline environment.

**Key Responsibilities:**

1. **Reservation & Ticketing Services:**
	* Handle **passenger and travel agent inquiries** via phone and email in accordance with company policies.
	* Process **flight reservations, PNR modifications, ticket rescheduling, refunds, and other ticketing operations**.
	* Ensure all transactions comply with airline regulations and fare rules.
2. **Documentation & Compliance:**
	* Maintain accurate records by **filing and uploading ticketing-related documents**.
	* Ensure compliance with airline ticketing policies and IATA regulations.
3. **Customer Engagement & Feedback:**
	* Identify and report **passenger feedback, complaints, and market trends** to the sales team.
	* Provide professional and timely assistance to resolve ticketing issues, ensuring customer satisfaction.
4. **Administrative & Ad-Hoc Support:**
	* Assist in training new staff on reservation systems and ticketing procedures when required.
	* Perform additional duties as assigned by the management team.

**Qualifications & Experience:**

1. **Education:**
	* Minimum **Bachelor’s Degree** or above in a relevant field.
2. **Industry Experience:**
	* **1-2 years of experience in airline reservation and ticketing** (preferably within an airline or travel management company).
	* Candidates with experience in **Sabre or other GDS systems** will be given preference.
3. **Skills & Competencies:**
	* Proficiency in **English and Mandarin Chinese** (both written and spoken).
	* Strong ability to **learn new systems and processes quickly**.
	* Detail-oriented with **excellent problem-solving skills**.
	* Ability to work effectively **under pressure and in a fast-paced environment**.
	* Strong proficiency in **Microsoft Office Suite (Excel, Word, Outlook, PowerPoint)**.