**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)**.