

## Operations Executive (Ticketing)

### Description

Title: Operations Executive (Ticketing).  
Business Unit: Business Support Service (BSS).  
Reporting To: Team Leader.  
Job Type: Work from office.  
Location: Panjim, Goa.

### Responsibilities

- Monitor and manage all client pseudo' queues to ensure timely and accurate processing of tasks.
- Conduct audits of airline tickets in Global Distribution Systems (GDS) to verify accuracy and compliance with airline policies and procedures.
- Handle the re-issuance of airline tickets as per client requests and airline regulations, ensuring minimal disruption to travel plans.
- Communicate with clients to address queries and errors reported via email promptly and professionally, providing efficient resolutions.
- Collaborate with internal teams to resolve any operational issues and ensure smooth workflow.
- Maintain detailed records and documentation related to operations tasks for reference and auditing purposes.

### Qualifications

- A good grasp on English, with excellent communication skills.
- Proficiency in using Global Distribution Systems (GDS) and experience with airline ticketing systems.
- Knowledge of airline ticketing procedures and regulations is a plus.
- Should be an effective team contributor with good interpersonal skills.
- Analytical approach to work and attention to detail and accuracy.

#### **Additional/Preferred Skills**

- Air fare ticketing Background.

### Education

Graduate or Degree holder in any field preferably:

- Bachelor of Commerce.
- Bachelor of Travel and Tourism Management.
- Bachelor of Arts.
- Bachelor of Business Administration.

### Hiring organization

Pulse HRM

### Employment Type

Full-time

### Job Location

Goa

### Date posted

October 25, 2024

### Valid through

29.11.2024