

**INTERNAL /EXTERNAL JOB ADVERTISEMENT**

POSITION:	TICKETING & RESERVATION OFFICER
DEPARTMENT:	COMMERCIAL
LOCATION:	MAIDUGURI

**QUALIFICATIONS: [MINIMUM]**

- BSC/HND IN SOCIAL SCIENCES

**JOB PURPOSE:**

- TO OPTIMIZE ALL FRONT DESK ACTIVITIES WITH GUESTS THAT WILL LEAD TO POTENTIAL SALES AND BY COMPLYING WITH ALL N2 TICKETING POLICIES AND PROCEDURES AND THE DELIVERY OF QUALITY STANDARD CUSTOMER SERVICE TO EXCEED GUEST EXPECTATIONS.

**DUTIES AND RESPONSIBILITIES:**

- EFFICIENTLY HANDLE GUESTS AND THEIR QUERIES, ACHIEVE PERSONAL TARGETS AND CONTRIBUTE TO THE OVERALL TEAM REVENUE, YIELD AND VOLUME TARGETS.
- MAKE RESERVATIONS AND TICKET ISSUANCE TO INTENDING TRAVELERS.
- COMPLY WITH ALL N2 TICKETING AND RESERVATION POLICIES AND PROCEDURES AND STANDARDS OF GUEST SERVICE (I.E. HANDLING GUEST PROBLEMS, GROOMING, COURTESY ETC)
- ATTEND TO GUEST PROBLEMS OR ESCALATE TO A SNR TRO OR SHIFT SUPERVISOR
- KEEP SELF-UP TO DATE ON PRODUCT, SERVICE, POLICIES AND PROCEDURES.
- ENSURE CUSTOMER SALES REPORT AND TICKET SALES REPORTS ARE REPORTED DAILY
- ENSURE THAT THE AIRLINE UNIFORMS AND NAME TAGS MUST BE WORN IN ACCORDANCE WITH THE COMPANY POLICY ONLY WHEN ON DUTY AND AT THE DESIGNATED WORK AREAS
- ENSURE WORK STATIONS AND WORK AREAS MUST BE TIDY, CLEAN AND SAFE FOR BOTH COLLEAGUES AND GUESTS AT ALL TIMES
- ENSURE EFFICIENCY IN TERMS OF HIGH TURNAROUND OF SALES AND SERVICE DELIVERY
- ENSURE DUTY REPORT TIME IS 10/ 15 MINUTES TO THE ACTUAL RESUMPTION TIME
- ENSURE EFFECTIVENESS IN MEETING AND EXCEEDING CUSTOMERS' NEEDS

**COMPETENCIES:**

- ABILITY TO WORK WITH LITTLE SUPERVISION AND MANAGE PRESSURE
- A WELL-GROOMED APPEARANCE, PLEASANT AND COURTEOUS PERSONALITY
- GOOD KNOWLEDGE OF AIRLINE GEOGRAPHY
- ABILITY TO WORK VARIED SHIFTS AND SCHEDULES, INCLUDING DAY AND NIGHT SHIFTS, WEEKENDS, PUBLIC HOLIDAYS
- ABILITY TO WORK WITHIN THE AIRLINE DOWNTOWN OFFICES/AIRPORTS OFFICES AT A VERY SHORT NOTICE
- TRANSPARENT HONESTY AND HIGH LEVEL OF INTEGRITY
- PROFICIENT IN BOTH WRITTEN AND ORAL COMMUNICATION SKILLS, PROVEN ANALYTICAL SKILLS AND USE OF MICROSOFT EXCEL
- KNOWLEDGE AND UNDERSTANDING OF CULTURAL ISSUES REQUIRED FOR PROFESSIONAL DEVELOPMENT
- MUST BE A TEAM PLAYER

**EXPERIENCE: [MINIMUM]**

- 1 - 2 YEARS COGNATE EXPERIENCE PREFERABLY IN AN AIRLINE

**METHOD OF APPLICATION:**

- APPLICATION + DETAILED CV TO BE FORWARDED ON OR BEFORE CLOSE OF BUSINESS ON THURSDAY 14<sup>TH</sup> OCTOBER 2021 TO: [CAREERS@ACN.AERO](mailto:CAREERS@ACN.AERO) WITH THE POSITION APPLIED FOR AS THE SUBJECT OF YOUR APPLICATION.

**ONLY SHORTLISTED CANDIDATES WILL BE CONTACTED**