



Jetabroad is an established On-line travel agent, with over ten years of providing international flight options to travellers around the world. Our customer support team is made up of experienced industry professionals, who provide the best service and support to Jetabroad's customers. This service can range from answering general flight information questions, to managing schedule changes, ticketing and assisting customers with booking changes.

Jetabroad's customer support is focused on post booking support. We require team members to present professionally demonstrating patience and understanding to assist passengers with their requests.

We are pleased to offer the following position within our Customer Service Team

## **POSITION DESCRIPTION**

Title: **Customer Support Team Member** (15 Month Maternity Leave Contract)

Area: Customer Support / Operations

Reports To: Customer Support and Operations Manager

## **PURPOSE:**

- To assist customers with their travel arrangements pre and post booking

## **KEY TASKS:**

- Make all changes to customers existing booking's ranging from name corrections, cancellations, alternate route, baggage allowances.
- Assist customers with pre booking request's, following Jetabroad procedures.
- Ticketing customers in both Sabre and Amadeus.
- Manage schedule changes on customers' behalf.
- Assist customer service team with general office duties from time to time.

## **PERFORMANCE INDICATORS:**

- Correct pricing and charging of customers
- Correct use of customer service guidelines when interacting with customers and airlines, ensuring tone and attitude is professional, polite and friendly.
- Work is completed within agreed upon timeframes
- Usage and knowledge of Jetabroad Processes and Procedures
- Team Interaction and assistance within the team



## **SKILLS:**

- A friendly, positive attitude
- Ability to interact with Customers and/or Airlines by phone, email and any other forms of communication
- Strong communication skills both verbal and written
- Ability and experience working within native Sabre and Amadeus, making bookings, changing bookings, and pricing bookings for multi-destinations and multi-airline
- Strong knowledge and experience in issuing tickets for multi-destinations and multi-airline
- Strong fares knowledge including fare construction and fare rules
- Ability and experience interacting with Airlines
- Be flexible with working hours and where possible the ability to work nights, public holidays and/or weekends
- Ability to manage priorities and to multi-task
- A team player, willingness to work with the team



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We are pleased to offer the following position within our Customer Service Team

## POSITION DESCRIPTION

Title: **Junior Customer Support Team Member**  
Area: Customer Support / Operations  
Reports To: Customer Support and Operations Manager

### PURPOSE:

- To assist customers with their travel arrangements pre and post booking

### KEY TASKS:

- Learn how to make all changes to customers existing booking's ranging from name corrections, cancellations, alternate route, baggage allowances.
- Assist customers with pre booking request's, following Jetabroad procedures.
- Learn ticketing procedures in both Sabre and Amadeus.
- Learn schedule change procedures.
- Assist customer service team with general office duties from time to time.

### PERFORMANCE INDICATORS:

- Follow instructions and apply correctly.
- Correct use of customer service guidelines when interacting with customers and airlines, ensuring tone and attitude is professional, polite and friendly.
- Work is completed within agreed upon timeframes
- Usage and knowledge of Jetabroad Processes and Procedures
- Team Interaction and assistance within the team



## **SKILLS / EDUCATION:**

- Completed or studying tertiary qualification in a travel related subject.
- A friendly, positive attitude
- Ability to interact with Customers and/or Airlines by phone, email and any other forms of communication
- Strong communication skills both verbal and written
- Ability to learn computer programs related to both the travel industry and Jetabroad
- A desire to empathise and assist customers with their travel needs
- Be flexible with working hours
- Ability to manage priorities and to multi-task
- A team player, willingness to work with the team