



SOLOMON & COMPANY (ST HELENA) PLC
JOB DESCRIPTION

DEPARTMENT: Shipping & Travel

POST: Travel Agent

RESPONSIBLE TO: Assistant Shipping & Travel Manager

JOB PURPOSE: To be responsible for passengers travel arrangements

JOB OUTLINE:

- To assist with all passenger travel related enquiries ensuring excellent customer service at all times.
- To promote accommodation and other travel services and to ensure that demands as requested by the customer are met.
- Booking and processing passenger travel arrangements by compiling booking forms, entering flight bookings into booking systems and referring requests to secondary travel service providers where necessary.
- Ensure that passenger travel requirements are met and that they are compliant with the regulations of the airline.
- To ensure that all pre-requisite information is relayed to passenger's pertaining to their travel including baggage, health visas and insurance etc.
- Ensure requests for wheelchairs, sporting or other medical information are adequately relayed to the airline through the booking system.
- Arrange onward hotel and transfer bookings in Johannesburg and other international destinations as required by the customer.
- Generate and despatch passenger travel invoices ensuring that passenger/flight fares are charged in accordance with the booking systems and also for fare quotes as received by secondary travel service providers.
- Generate passenger manifests on a weekly basis and ensure that they are sent to authorities to conduct their relevant checks.
- Issue passenger tickets and arrange despatch to customers within the 72hr time frame.
- Assist with the reconciliation and any queries relating to the Airlink ticket sales summary.

- To maintain communication to all passengers during a flight delay and assist with the amending of any onward connections.
- To arrange local accommodation and car hire services as and when requested by visitors.
- To arrange end of day CSR reports from the booking system and ensure that all reports are sent to Airlink accounts departments.
- To ensure that all CSR reports produced from the booking system are correct to monies taken from customer.
- Attend the Airport Airlink Office on flight days as Airlink's representatives which includes dealing with passenger queries, delays excess baggage, missing and damaged baggage claims.
- To assist with the reconciliation of Bank of St Helena statements pertaining to Ticket and accommodation sales.
- Handle cash on a daily basis.
- To undertake any necessary training local or overseas pertaining to the carriage of cargo and passengers ensuring the efficiency of the operation.
- General office duties including filing and typing.
- To provide assistance within other areas of the department as and when required.

Special Condition: Out of Hours work as and when required.