



MSC

KREUZFAHRTEN

«NOT JUST ANY JOB»

Part of the MSC Group, MSC Cruises is the market leader in the Mediterranean, South Africa and South America, and sails year round in the Mediterranean and the Caribbean. Its seasonal itineraries cover northern Europe, the Atlantic Ocean, South America, Southern Africa, and the Persian/Arabian Gulf.

MSC Cruises was born in the Mediterranean, and draws inspiration from this heritage to create a unique experience for holidaymakers worldwide. As a result of a € 6.5 billions investment program launched in 2003, MSC Cruises' fleet comprises 15 state-of-the-art cruise ships belonging to four different classes: Lirica, Musica, Fantasia and Meraviglia. The fleet's average age is 7 years, the youngest in the industry.

For our new Flagship Office in Zürich we are looking for

Transportation Specialist (M/F, 100%)

Location: MSC Kreuzfahrten AG, Zürich, Switzerland
Department: Commercial
Reports to: Business Planning and Pricing Manager
Available: Immediately

Job Purpose

In line with business strategy, the Transportation Specialist provides support on transport allocations management, on daily activities, on handling of the emergencies (in case of transport disruptions or tracing of lost luggage) and on functional analysis for system enhancements.

Key Responsibilities

1. Manages the entire reservation process for bus/flights/train transfers

- Creates and allocates PNRs in GDS, checking names and ticketing deadlines
- Coordinates with Corporate Offices to release relevant transport, in compliance with contracts Terms & Conditions
- Follows Revenue Management/Commercial instructions to increase transports by purchasing at best conditions and price by negotiating directly with relevant companies, producing reports
- Keeps information files always updated (Transports Plans per product and per Office, Transport Schedules, Costs files)
- Prepares pre-set spreadsheets containing all Transports information in order to have Fly & Cruise products available to sales
- Supports Ship management in helping guests with info and special requests on transports services provided with our Fly & Cruise packages, including tracing of lost luggage

2. Provides assistance in case of operational disruptions as well as for IT technical issues

- Provides technical support in IATA Reservation and Ticketing (ticket rebooking and rerouting, cancellations and refunds) and technical support to GDS and to MSC Booking System disruptions, GDS accreditations
- In case of ship/flights disruptions (cancellations, strikes or any other critical circumstances), acts fast to reroute bookings to protect guests
- Supports IT in system enhancements as well in solving system disruptions and bugs fixing and works in close contact with Business Intelligence to perform check on processes and data integrity

Job Requirements

- Fluent in English and Swiss German, French is a strong advantage
- Minimum of 2 to 5 years' experience of transport reservations, ticketing & Computer Reservations System (CRS)
- Experience with Microsoft Outlook, Word, Excel and PowerPoint
- Excellent knowledge of Amadeus; Knowledge of World tracer is a plus
- Ability to communicate professionally and effectively at all levels (verbal and written) with both internal and external customers
- Ability to work flexibly to the needs of the business and under pressure
- Ability to build personal credibility by way of solid product knowledge, maintain professional internal and external relationships that meet company core values
- Ability to multi-task, prioritize, and manage time effectively
- Self-starter with a high energy attitude and great sense of urgency
- Strong understanding of customer and market dynamic and requirements

Interested? We are looking forward to your application on
jobs-basel@msccruises.ch