

# SCENIC<sup>®</sup>

LUXURY CRUISES & TOURS

The Scenic Group is a leading luxury global travel company with offices around the world and has grown over its 33-year history to include all-inclusive escorted tours; two award-winning river cruise lines – Scenic and Emerald Waterways; and, in 2019, the World's First Discovery Yacht – Scenic Eclipse.

We are currently recruiting for the role of Ticketing Consultant, who will be responsible for booking, ticketing and administration of all transport for the European Reservations team. The role is based in our Zug office, Switzerland, as per mid September or by appointment.

## **Ticketing Consultant 100% (m/f)**

### **Responsibilities:**

- Providing information to assist Reservations and Marketing / Trade Sales as and when required
- To use product knowledge to assist reservations
- Internal reservations queries involving flights/ticketing issues
- Keeping yourself & the business up to date with airline policies & procedures
- Reply to any flight related emails received from internal departments
- Check payments have been received from guests/agents to meet deadlines for ticketing and re-booking where necessary. Processing reissues & refunds
- Ticket revalidation and schedule changes
- Support all transport issues
- Book and ticket all Air product, in accordance with IATA rules

### **Your profile:**

- 3 years' experience as Ticketing/Aviation Consultant
- Galileo or other GDS flight reservation system including ticketing and refund issuing
- Knowledge of BSP link
- Strong organisational & communication skills
- Confident and able to work under own initiative
- Ability to multi-task, manage time effectively & prioritise work load
- Effective problem solving
- High attention to detail
- Fluent in English – written and verbal (German and other European languages of advantage)

We offer you the chance to develop within an international corporate culture and to propose new initiatives and added services to continually improve levels of customer satisfaction. A friendly and established team will support you in the orientation phase.

You will find more information about our company on the following website [www.scenic.eu](http://www.scenic.eu). Attracted? Follow the link to our recruitment site <https://scenicglobal.applytojob.com/apply/> to apply online (we do not accept any agency resumes for this position).

**Scenic Tours Europe AG, CH-6302 Zug**