

# Job Description

Job Title: Operations Executive - Air

Department: Operations

Location: Gloucester

---

## **Purpose of the job:**

To provide comprehensive administration support within the Operations Department to ensure that all holidays run smoothly and efficiently by liaising with airlines, hotels and other suppliers worldwide.

## **Person Profile:**

The candidate suitable for this role needs to be confident, enthusiastic and highly self motivated, have the ability to remain level headed under pressure and have a good sense of humour. The role is varied and demanding.

## **DUTIES:**

1. Take over the product once contracted and produce a fact-sheet. Ensure the tour file is completed with all relevant components checked and in place or noted where there is a need or waitlist situation.
2. Establish payment channels are in place well prior to the start of any series and where possible establish lines of credit. Control payments in line with supplier conditions and booking figures.
3. Ensure inventory/flight details and any other necessary items are continually present and updated in the in house reservation system.
4. Diarise releases/tour documentation requirements/tour manager paperwork, deposit and balance payments for all tours.
5. Contact relevant tourist boards to ensure that we are listed with them as a supplier of holidays and that we appear on their lists of tour operators sent to members of the public.
6. Deal with all tour/reservations queries received from reservations or other means relevant to your tours and ensure a reply is made within 48 hours and that all necessary components are bookable in the reservation system.
7. Ensure all required tour managers are in place.
8. Produce and send relevant rooming lists, flight manifests etc. accompanied by fully completed front sheets. Ensure correct and appropriate releases are made in all computer systems.
9. Produce master file and tour packs for distribution to all departments/tour manager.

## Job Description



10. As necessary to check invoices passed from accounts and to take all queries up directly with suppliers.
11. Issue tickets or be responsible for ensuring the issuance of tickets related to the products you control.
12. Be fluid! There are certain times of year when some of you will be very busy and other not so. At these times flexibility is required and help should be provided to other members of staff where required.

Provide 24 hour emergency out of hours cover to be worked on a rota basis.