



# Reservations Consultant (Inbound)

## Position overview

ATS Pacific/AOT are the Inbound Tour operator businesses within Helloworld. The role is coordination of ground accommodation, tour and transfer arrangements for visitors from overseas. You will action FIT reservations and quotes originating from AOT/ATS Pacific overseas agents as distributed by your Assistant Team Leader or Team Leader. You will work with our Tourplan reservation system and where appropriate liaise with supplier partners to secure confirmations. Accurate and prompt communication back to the originating agent is key to success in the role.

## What you're accountable for?

- Actioning quotes and bookings on a daily basis and meeting agreed agent SLA's.
- Spending a minimum of 30 minutes a day clearing supplier messages from AOT/ ATS inboxes.
- Performing the administrative duties of the role e.g Filing correspondence correctly.
- Providing correct information to agents and offering alternative services and suggestions should any component be unavailable.
- Accurate communication (written and verbal) to agents and suppliers.
- Liaise with other team members and assist with work flows as required.
- Attend supplier updates for training as required.
- Assist passengers if they visit the office and operate After Hours phone following sufficient training if required.

## Experience

- Inbound Operator experience preferred (Not essential)
- Travel industry experience preferred (Not essential)
- Tourplan system experience preferred (Not essential)
- Reservations experience preferred (Not essential)
- European languages would be an advantage.

## A few other things to note about the role

- Attend familiarisation trips as arranged by the company if required.
- Office based role 38 hours Mon- Fri.

## Position details

Role reports to **FIT Team Leader**  
Role is based in Auckland CBD  
The role is **Full Time (38 hours)**

## Key result areas

- Actioning all bookings as required.
- Meet SLA's and satisfaction of agent clients.
- Work well with other team members.

## Qualifications

- No tertiary qualifications required.

## Other considerations

- Passion for travel industry.
- Ability to multitask and manage multiple bookings at any one time.
- Effective Time management.
- Strong written and verbal communication skills.
- Self motivated with drive to succeed as part of a winning team