



Job Description

Job Title: Account Manager

Department: Specialist Sales

Reports to: Operations Manager

Duties & Key Responsibilities:

The completion of air studies as requested by clients for proposed meetings and events. The booking, ticketing, re-issuing, invoicing and reconciliation of air and rail itineraries around the globe, for specific events and meetings. This would involve both group and individual traffic and working within budgetary constraints.

Our consultants are responsible for managing the travel logistics for the whole event from beginning to end and they will liaise with our clients and also, directly with individual delegates by email and by telephone. They will be required to follow crisis management procedure as required and assist affected travellers accordingly. At the end of each event, our consultants are responsible for reconciling the costs and creating an Excel spreadsheet detailing the costs (travel revenue report).

Consultants are required to be able to communicate well at all levels, demonstrate good organisational skills and be able to concentrate and work accurately under pressure.

Knowledge and Skill Set:

- Excellent organisation and presentation skills & basic knowledge of Excel
- Thorough working knowledge of GDS in a corporate travel environment, including ticketing, re-issues and refunds
- Group and net fare ticketing
- Basic level accountancy and numeracy skills
- Excellent customer liaison techniques
- Highly effective oral and written communication skills at all levels
- Ability to work on own initiative but as part of a team and to think and act coherently and effectively when under pressure
- Good travel background with excellent travel destination knowledge and experience of the air supplier network

Computer systems utilised:

- Insight in-house accounting system
- Cliq in-house reporting tool
- Microsoft Outlook/Word/Excel
- GDS (Sabre) for air and rail (SNCF & DB apps)
- Trainline