

Position:

Operation / Reservation Agent in Syvota

Terms to consider:

- From April to the end of October. Latest till 1st week of November annually.
- 6 days work and 1 day off
- Accommodation is offered for free in Syvota Village

Job Description:**Purpose:**

- Need to update files and associates for all bookings arriving via our channels. For Tour operators and Gardens Hotel
- Need to maintain quality of holidays by forwarding, organizing, and executing guest requests and service bookings at destination
- Communicate with the head of the station to maintain, evaluate, and propose excursion programs and new services.

Scope:

- I will be reporting directly to the head of the station
- Sufficient budget to cover operations including:
 - Salary + benefits and bonus

Responsibilities and duties:

- Works with management to improve image and cooperation links at the destination
- Monitor and report to management competition act at the destination
- Receive bookings for associates and send them to the hotels
- Prepare arrival and departure lists
- Organise means for these
- Assists guides locally with
 - work information (excursions, transfers, Hotel bookings/ overbookings)
 - Car hire
 - Bike hire
 - Excursion bookings
- Accounts reconciliation for:
 - Car hire
 - Bike hire
 - welcome dinners
- Assists/solves issues with hotels and suppliers
- Upload and enforce company policies
- Address customer issues and complaints
- Obtain deadlines

Requirements:

- Work experience in the tourism branch for at least 2 or 3 years
- Experience in complaint handling
- Experience in customer service
- Good communication skills with management

- Knowledge of cash management and bookkeeping procedures
- Team & organizational skills
- Excellent knowledge of the company's reservation systems, preferably Cyberlogic
- Excellent knowledge of the company's mailing and cloud software
- Sufficient writing skills
- Excellent knowledge of how excursion planning operates
- Excellent knowledge of how transfers planning operates
- Excellent communication skills with teams and colleagues
- Availability to work in shifts including weekends
- Degree of Lycium at least
- Car Driving licence