

Job Title	Aviation Executive	Salary	\$50,000
Department	Aviation		
Reports To	Aviation Manager	JD date	

Job Information

Type of Role

Permanent – Full Time

Job Purpose

To provide expert support on all flight-related tasks for internal departments, including Sales, Concierge, Product, Support and others, with a strong focus on complex international reservations, ticketing, exchanges and post-ticket servicing.

Accountabilities:

- Booking, pricing and ticketing domestic and international itineraries through Galileo GDS and external systems, with a strong emphasis on complex international air travel
- Managing post-ticket servicing, including voluntary and involuntary exchanges, reissues, fare differences, penalties, refunds and schedule changes, in line with airline rules and ARC requirements
- Working with consolidators to deal with post-ticketing queries on existing bookings
- Administration to include updating bookings, financial statements and other information
- Sourcing alternative flights for passengers that have been affected by schedule changes, irregular operations
- Accurately quoting airfares for inside and outside system range flights
- Booking and maintaining staff personal and business travel requests
- Liaising with external suppliers – airlines – to ensure maximum customer satisfaction
- Working with internal departments including product, sales and operations to deliver on shared goals

Qualifications/ skills/ experience / knowledge

- Required experience using a Global Distribution System (GDS) for air reservations, fare pricing, ticket issuance and post-ticket service
- Hands-on ARC experience, including procedures and controls
- Strong international ticketing experience, including complex and multi-sector itineraries, fare rules, taxes, airline restrictions and schedule changes
- Galileo experience preferred; equivalent experience with another major GDS will be considered
- Previous travel industry experience in a fast-paced environment while maintaining professional, accurate service

Critical Competencies

- Excellent communication and organisational skills
- Excellent attention to detail and a clear focus on quality and accuracy
- Proficient Microsoft skills, particularly Excel
- Good team-player, self-motivated and forward thinking
- Ability to manage multiple priorities
- Strong understanding of airline contracts, fare rules, ticketing procedures and quality-control requirements

Organisation Structure & Career Path

Financial Information

