



Operations Support Executive - Full time permanent role.

Irish owned and operated, Travel Department is a leading provider of guided group holidays, delivering memorable holidays to 1000s of people in Ireland and the UK. We've been operating for over 25 years bringing customers to wonderful destinations all over the world. Our team create fully guided group holidays that include everything from flights, accommodation, excursions to iconic sights and experienced local guides. Our customers come back time and time again thanks to our range of incredible destinations and to the best-in-class service that we provide.

Headquartered close Dublin's vibrant docks area and the city centre, our greatest strengths are our people, our scale, our market leading position in Ireland and our unrivalled experience. Our team are experts, and all have one crucial thing in common – we are all passionate about travel.

We have an exciting opportunity for an Operations Support Executive to join our team. The role will report to our Operations Manager. The Operations Team are in charge of the ticketing and customer documentation process. They are the communications hub of the company. It is an extremely busy department and the team constantly strive to ensure a seamless operation. Once a holiday is on sale, they are the first point of contact for our overseas suppliers and also facilitate communication between these suppliers and our Sales/Customer Service team.

The Role:

- Loading tours and updating tours on our reservations system.
- Managing sales requests & communicating customer special requests to suppliers.
- Handling last-minute requests from clients.
- Updating customers with changes to their holidays – schedule/hotel/excursion changes.
- Point of contact for both the customer and supplier in emergency situations.
- Preparing airline tickets and customer itineraries for dispatch.
- Part of emergency out of hours phone roster.
- Sending passenger manifests to airlines and communicating special requests
- Issue boarding cards for passengers while preparing final documentation.
- Reconcile credit card transactions.
- Ad hoc duties

Personal Attributes and Skills required:

- A positive attitude and ability to work on your own initiative.
- Very strong attention to detail.
- Excellent communication skills.
- Ability to meet deadlines and learn quickly in a busy environment.
- Flexibility - ability to multitask!
- Good knowledge of Microsoft Office.
- Previous travel industry experience is preferable.

Salary / benefits / etc. for the right candidate:

- Working days / hours: 9am to 5.30pm Monday to Friday.
- Salary dependant on experience.

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Travel
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Let's see more...

- Hybrid mode of working.
- Subject to agreement from your manager, you may be eligible to work slightly different hours.
- 1.66 days annual leave for every month worked.
- Staff discounts offered on Travel Department and Click & Go holidays.
- Position based in Dublin 2, served by many transport links with flexibility for a blend of home and office working.
- Dynamic and exciting industry and work environment.

If you think this is the role for you, please email a cover letter along with your CV to Alison Smith at alison@traveldepartment.ie

The closing date for applications is 30th January 2024.

Only applicants who are selected for interview will be contacted.