

JD: RESERVATIONS EXECUTIVE

Department	Sales
Location	Chennai
Job Title	Reservations Executive
Reports to	Supervisor
Direct Reports	None

GENERAL DESCRIPTION

Reservations Executive's job entails performing telesales/ reservations function at the station level. The job requires communicating with potential customers through telephone to develop an effective pipeline to succeed new business and to exceed targets. The individual need to build strong relationships with the clients and thereby deliver world class customer service.

DUTIES & RESPONSIBILITIES

- Ensure 100% compliance of the Service Level Agreement (SLA) and quality Standards as per our contract with the principal.
- To work in a multi-functional environment.
- To be conversant with Cargo Spot and be able to do all bookings on the system.
- Adhere to processes e.g., picking a call within 20 seconds, making calls to customers twice a day, bookings turnaround within 60 minutes etc.
- To build strong business relationships with external customers.
- Have robust knowledge about the customer: regular business flows etc.
- Check for all future business opportunities and also follow up on perennial business from customers.
- To deliver Principal's products in a professional and efficient manner
- To effectively liaise with Account Manager buddies and provide complete business solutions.
- To assist in the event of delays and disruptions by proactive communication and interaction
- Create both team and individual goals that meet the customer needs, whilst initiating personal development.
- Ensures and provides quality service to both internal and external customers
- Identify opportunities for change and continuous improvement with implementation of new working practices.
- To be an active team member positively promoting both the AVS & Principal's image at all times.

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EDUCATION/LANGUAGE REQUIREMENTS

- Graduate with evidence of above average academic and extracurricular achievement
- Fluent in written and spoken English
- Fluency in local language is desirable

WORK REQUIREMENTS

- 1-3 years of experience
- Operate efficiently in a highly pressurized environment.
- Become conversant with all relevant procedures/formalities.

KEY SKILLS/COMPETENCIES

- Communication Skills
- Telephone and selling skills
- Planning and organization skills
- Innovative and resourceful in response to rapid changing environment and role.
- Good technical knowledge of the principal's systems and processes.
- Team player
- Logical and quick learner
- Ability to work under minimal supervision within defined guidelines
- PC literate with knowledge of Word/Excel

Interested candidates can share their updated resume to hr@avscargo.com