

RESERVATIONS AGENT (BUCHAREST, ROMANIA)

Reports to: **REGIONAL MANAGER**

JOB DESCRIPTION - DUTIES

Meli Tours is actively seeking to hire Reservation Agents for the Romanian for our Office in Bucharest.

Indicatively the main duties are presented below:

- Handling general and holiday booking enquiries
- Converting enquiries into bookings
- Maximize all sales opportunities
- Answering telephone calls in a confident and professional manner.
- Resolve Travel Agent and Guest queries promptly via incoming calls
- Respond to all incoming email and written correspondence in a timely manner.
- Deliver an exceptional level of Customer Service at all times.
- Making outbound calls to prospective customers
- Managing leads via CRM solution
- Achieve and exceed daily/weekly sales conversion targets as set by the business

QUALIFICATIONS

- Excellent written and verbal communication skills
- Excellent written and verbal communication skills in English or Greek
- Experience in the Travel Industry
- Experience working with international accounts
- CRS/CRM/MS Office proficient skills

COMPETENCIES

- Skills in Sales
- Planning & organizational skills/Multitasking
- Efficiency under pressure and tight deadlines
- Flexibility to travel (even abroad if necessary) for events, client meetings, etc
- Personality traits: team player, outgoing personality, strong communication skills

WHAT WE OFFER:

- Full time employment
- Professional interface & development

For Romanian Market Candidates please **click here**