



## 1. JOB TITLE: APPRENTICE REVENUE ANALYST SUPPORT (1 Position(s))

### Responsibility:

**Responsible for providing Support to Revenue management and reservations system users while maximizing revenues and ensuring optimal and efficient operations.**

### KEY ACCOUNTABILITIES / RESPONSIBILITIES

#### CRANE SYSTEM AND DISTRIBUTION SUPPORT

- Serve as a help desk for Crane System and ensure effective resolution of system errors
- Create and update the seasonal and ad hoc Network Schedules for PW and Code shares to ensure accurate display of all flight information in terms of equipment, Times, Flight additions, cancellations and flight routing.
- Creation and maintenance of all reference tables and parameters such as Inventory Templates to ensure accurate flight loading to deliver an efficient reservation process.
- Maintenance of City Pairs to ensure correct connectivity in availability displays of the PW network, Code share partners.
- Creation and maintenance of office profiles and users for all PW & GSA offices to ensure effective communication and user access

#### OPERATIONAL REVENUE ASSURANCE

- Process passenger booking requests, special service requests and error queues to maintain customer service quality
- Proactively reconcile planned versus filed flight schedules/equipment and take appropriate measures on short term operational decision making
- Handle disruptions effectively and advise OCC, sales, and operational teams on re-routing / re-allocation options. Send disruption reports
- Conduct optimal steering of flights and cleaning up of inventory to avoid unnecessary costs and wastage regarding no-shows, over bookings, offloads, waitlists, denied boarding and dupes / system within 7 days to departure
- Assist TFE to send signals of poor performance of flights, upgrades and downgrades/frequency review reports for flights within 3 days to departure.
- Cross check for outstations pre and post departure activities and assist to reconcile the same with RMS.

- Suspend no-show tickets
- Provide reports regarding post departure uplift and no-show of electronic coupons

#### **E-TICKET OPERATIONS AND SUPPORT**

- Provide support to users related to links with Precision air E-tickets and other Electronic Documents to ensure smooth customer service delivery.
- Liaise with other departments on best E-ticketing practices and procedures affecting each area and their consequences.
- Raise the alarm to necessary departments case of fraud / attempts at fraud
- Implement E-ticketing strategies in accordance to IATA guidelines and assist users to understand Ticketing standard procedures.

#### **OPPORTUNITIES FOR COST REDUCTION**

- Ensure all flights are closed correctly (PD) post departure
- Ensure all tickets are boarded in all stations including offline stations that manually board.
- Confirm that correct sectors are uplifted.

#### **Skill :**

##### **PERFORMANCE INDICATORS**

- Timely resolution and / or escalation of Crane system errors.
- Accurate and timely flight schedule information displayed in Crane System.
- Accurate and timely PW and Code share flight schedule information displayed in the reservations system
- Zero discrepancies between planned and actual schedules and equipment
- Timely and efficient handling of disruptions
- Minimum wastage and GDS costs/system abuse
- Achievement of set targets for Revenue Management team in terms of Yield, RASK, Cabin Factor and Revenues

##### **COMPETENCIES**

- High Integrity and customer-oriented
- Team player
- Good Communication skills
- Computer skills
- Ability to work under pressure with minimal supervision
- Decisive and Results oriented

#### **Qualification Required:**

##### **KNOWLEDGE, SKILLS, EXPERIENCE**

- Bachelor degree or Diploma / A-levels IATA certification
- Three years relevant work experience
- Computer skills (ms word, excel power point access)
- Crane System Knowledge

#### **Experience : 3.0 Year(s)**

**Job Opening date :** 19-Mar-2025

Job closing date : 02-Apr-2025

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### **2. JOB TITLE: RESERVATION & TICKETING SALES AGENT (1 Position(s))**

**Responsibility:**

**To provide efficient and effective customer-focused Passenger Ticket Sales & Reservation**

**KEY ACCOUNTABILITIES / RESPONSIBILITIES**

- Make ticket reservations, confirmations, reconfirmations, and seat selections for clients on PW flights in compliance with the carrier policies, procedures, and customer expectations.
- To give fare quotes to all PW clients including group quotations and bookings.
- To ensure daily sales reports and sales dispatches are submitted in accordance with company procedures
- Give clients flight details and information and details.
- Handle and issue E-tickets on behalf of the company and in accordance with company procedures.
- Handle flight disruptions, advising clients, reissue and revalidate electronic tickets
- Handle telephone & email inquiries as regards travel information.
- Make outbound calls to promote PW products as directed by Management.
- To protect and enhance revenue collection to meet carriers' expectations and customer expectations
- Handle parcel sales according to company policy.
- Compile and develop an accurate database of walk-in customers' details
- Taking reasonable care of your own safety and security and the safety of others who may be affected by your acts or omission while undertaking your duties/ tasks,
- Cooperating with the Company to enable it to comply with the relevant regulatory provisions and standards,
- Using, in the correct manner, all protective equipment and procedures provided by the company,
- Operating only that equipment on which they have been trained and qualified to operate
- Reporting to the company, without delay, any defects in procedures or equipment that they are aware of that might compromise safety.
- Taking all reasonable and practical measures, this may include the submission of safety reports, to prevent injury or fatality to themselves or other persons and damage to or loss of aircraft.
- Avoiding intentionally interfering with anything provided by the Company in the interest of safety
- Reporting any conflicts between safety and the operational goals of the Company

- Any other duties as may be assigned by your supervisor

**Qualification Required:**

**KNOWLEDGE, SKILLS, EXPERIENCE**

- University Degree in Social Sciences or Business
- IATA/UFTAA Foundation/consultants diploma an added advantage
- Certification in relevant computer application
- Experience in delivering service in a demanding consumer environment
- Fluency in appropriate foreign languages, an added advantage

**Job Opening date :** 13-Mar-2025

**Job closing date :** 30-Mar-2025

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