

Position Description

Vacancy Title: **Reservations Consultant - Hawaiian Airlines [Suva]**

Location: **Suva**

Reports To: **None**

Objective

We have an exciting and fast paced opportunity for Global Reservations Agents who support the sales experience by providing expertise to enhance our guests' journeys through a range of products, services and destinations. As our first point of contact ambassadors, Reservation Agents enable guests to personalize and customize their unique journeys by deepening connections with existing clients and partners as well as by building relationships with new ones. In addition to generating sales, responsibilities include creating flight, accommodation and reservations details via phone and email with high accuracy. Super communication and interpersonal skills ensure solutions are found in the event of changes in circumstance or requirements. A team role, Agents support and interact with their colleagues from around the globe.

Outcomes

Organisational Stakeholders

1. Customer Service Excellence and Communication

- Demonstrate proficient reading and writing skills in English to provide clear and effective customer support
- Apply exceptional customer service principles with genuine interest in helping people resolve their concerns
- Handle sensitive and emotive customer situations with empathy while accurately identifying underlying needs
- Develop comprehensive written communication skills to document interactions and provide clear responses
- Utilize problem-solving techniques to work through complex customer issues in dynamic environments

2. Technical Proficiency and Operational Excellence

- Demonstrate exceptional PC skills and competency with complete systems and software platforms
- Apply high attention to detail in customer documentation and case management processes
- Investigate customer issues systematically using demonstrated problem-solving methodologies
- Manage multiple customer inquiries efficiently while maintaining service quality standards

3. Professional Development and Autonomous Performance

- Maintain commitment to ongoing learning and self-education in customer service best practices
- Function effectively as both an autonomous team member and collaborative team player
- Leverage relevant experience or similar background knowledge to enhance customer service delivery
- Develop expertise in complex customer service environments through continuous skill enhancement
- Build professional competencies that support career advancement in customer-facing roles

Responsibilities - Key Competencies

Competence	Description
Business	
Planning	Deliver results by developing, reviewing or following a work plan, action plan or operational plan.
Information Analysis	Make informed decisions by collecting and interpreting data and information
Customer	
Customer Commitment	Demonstrate a commitment to customer service - both internal and external customers.
Promotion	Promote the value of the products/services offered by the organisation.
Relationship Building	Build beneficial relationships with suppliers and stakeholders.
Quality Focus	Deliver quality.

Qualifications

Qualification	Discipline	Notes
Preferred		
Senior Secondary School - University Entrance	Year 12 & Year 13 pass	A pass in English is essential

Work Knowledge and Experience

- Year 13 pass and pass in English
- An interest in travel or exciting experiences around the world.
- Committed to delivering exceptional service through sales.
- High attention to detail and accuracy.

Ability to work independently and as part of a team including collaborating effectively in a virtual team environment is critical.
A fast learner who can master multiple new systems.
Proficiency at multi-tasking and ability to adapt to changing circumstances are strong assets.

Requirements

Language Proficiency

Fluency in both written and spoken English

Regulatory Compliance Requirements

Police Clearance

Other Required Requirements

No other required items found.

Interactions

Type	Interaction	Comments
No interactions found.		

Attributes

Behavioural Styles

Accountable	Assumes full responsibility for own actions and identifies with the success or failure of own part of the overall work/goal.
Detail oriented	Attends to the small elements of a task/activity, ensuring completeness and accuracy.
Enthusiastic	Shows high levels of excitement and interest, and expresses positive feelings.
Innovative	Devises new and creative ways to do things comes up with original ideas.
Integrity	Adherence to moral and ethical principles; soundness of moral character; honesty.
Punctuality	Completes a required task or fulfills an obligation before or at a previously designated time
Reliable	Is able to be trusted to do what is expected or has been promised, puts in a great amount of effort believing in the value of work.
Resilient	Cope positively with stress and catastrophe. Bounces back from setbacks, mistakes or misfortunes.

Interpersonal Styles

Empathic	Has the ability to understand somebody else's feelings or difficulties.
Realistic	Shows concern for facts and reality, rejecting the impractical.
Team Oriented	Enjoys being with others as part of a group or team.
Trusting	Places confidence in others without misgivings, relying on their ability, character, and truthfulness.

Thinking Styles

Decisive	Reaches conclusions, promptly and firmly.
Well organised	Controls tasks in a well thought out and critical manner.

How To Apply

All applications to be submitted via the below link. <https://jobs.hrmonise.com/details/3847/centrecom-fiji/reservations-consultant-Hawaiian-airlines-suva-May2025>

Contact for Enquiries

Contact Name: Farhana Hakim

Contact Email: Vacancy@centrecom.com.fj

Further Contact Information: --

Closing Date: 13 Jun 2025