centrecom

Position Description

Vacancy Title: **Reservations Consultant - Airline [Suva]**
Location: **Suva**
Reports To: **None**

Objective

The Reservations Consultant assists customers with travel bookings, ensuring accuracy and exceptional service to meet their needs. They address customer issues promptly, stay updated with travel trends, and collaborate with team members for efficient service delivery. This role requires excellent communication skills, attention to detail, and a customer-focused attitude to contribute to the company's success. The role reports to Team Leaders and Customer Success Manager

Outcomes

Organisational Stakeholders

1. Customer Experience

- Exceptional service provided by assisting clients with flight bookings, modifying reservations, and addressing inquiries about travel policies, prices, and schedules.
- Inquiries about flight schedules, travel restrictions, cancellations, and changes addressed, and solutions provided in line with airline policies.
- Clients followed up with to ensure they were informed about any changes to their travel plans, and all necessary documents provided.

2. Booking and Ticket Management

- Reservations processed efficiently using airline systems, ensuring accuracy in travel dates, times, and fare information.
- Ticket issuance, reissuance, changes, cancellations, and refunds were handled in accordance with company and airline guidelines.
- Opportunities to upsell ancillary services (e.g., seat upgrades, baggage options, travel insurance) identified and promoted during the booking process.

3. Operational Efficiency

- Customer complaints or issues related to bookings, cancellations, or travel disruptions assisted with and resolved.
- Coordination with team members, supervisors, and other departments conducted to resolve complex issues and enhance customer satisfaction.
- Adherence to airline policies, procedures, and legal regulations ensured, maintaining the confidentiality of customer information.
- Records of all bookings and changes accurately entered and maintained in the reservation system, and reports generated as required.

4. Teamwork and cooperation

- Cooperation within the team and greater function / department
- Cooperation across functions / departments
- Work collaboratively to achieve the set targets and goals

5. Centrecom Fiji image and value standards demonstrated and promoted

- Collaborate with other teams in the organisation for the benefit of the organisation
- Monitor and encourage team members to uphold image and value standards
- Uphold and demonstrate the organisation's image and values

Responsibilities - Key Competencies

Competence	Description
Business	
Planning	Deliver results by developing, reviewing or following a work plan, action plan or operational plan.
Communication	Exchange information through verbal communication
Customer	
Customer Commitment	Demonstrate a commitment to customer service - both internal and external customers.
Organisational Values	Display the organisation's image and value standards.
Social and Cultural Awareness	Respond respectfully and effectively to people of different cultural and social backgrounds.
People	
Team Orientation	Work in a team towards a common aim.
Facilitation	Assist the progress of work ensuring its timely and effective completion.
Self-Management	Manage your priorities and objectives efficiently and effectively

Qualifications

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

Work Knowledge and Experience

Previous experience providing an exceptional level of customer service to internal and external customers, either verbally or in writing.

Must have previous Airline experience.

Ability to only work night shifts.

High attention to detail coupled with demonstrated problem solving and investigation skills

Clear written communication skills in English are essential

Intermediate MS Office skills are essential

Exposure or similar experience will be highly regarded

Requirements

Language Proficiency

Excellent command of English

Other Required Statements

No other required statements found.

Interactions

Type	Interaction	Comments
Internal		
	All employees	
	Clients	
External		
	Customers	

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.
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.

Interpersonal Styles

Empathic	Has the ability to understand somebody else's feelings or difficulties.
Team Oriented	Enjoys being with others as part of a group or team.

Thinking Styles

Analytic	Able to separate things into their constituent elements in order to study or examine them, draw conclusions, or solve problems.
Decisive	Reaches conclusions, promptly and firmly.
Well organised	Controls tasks in a well thought out and critical manner.

How To Apply

All application to be submitted to the below link https://jobs.hrmonise.com/details/4893/centrecom-fiji/reservations-consultant-airline-suva2026

Contact for Enquiries

Contact Name: People & Culture Team

Contact Email: Vacancy@centrecom.com.fj

Further Contact Information: --

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Closing Date: **30 Sep 2026**

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