
Position Description

Vacancy Title: **Senior Travel Consultant v (1.00) [Nadi]**

Location: **Nadi**

Reports To: **None**

Objective

The Senior Travel Consultant is responsible for delivering end-to-end travel consulting services, ensuring accurate reservations, ticketing, post-ticketing support, and strong financial control. The role includes managing Airline Debit Memos (ADMs), refunds, invoicing, and collections, while providing high-level customer service and operational support to clients. The Position reports to Branch Manager.

Outcomes

Organisational Stakeholders

1. Travel Consulting & Reservations

- Expert travel advice for domestic and international itineraries provided to customers.
 - Create, quote, and book airfares and visas.
 - Issue, reissue, and cancel airline tickets using GDS platforms.
 - Booking procedures must be adhered and any related airline issues & ticketing issues must be directed to the office authority/ Management
 - Manage complex itineraries, group bookings, and corporate travel arrangements
 - Ensure all bookings comply with airline, supplier, and client travel policies
 - Ticketing and post ticketing support provided
 - Handle ticket reissues, revalidations, refunds, exchanges, and cancellations
 - Monitor schedule changes and airline notifications and proactively assist clients
 - Resolve fare discrepancies and ticketing errors in a timely manner
 - Compliance and Quality Control
 - Ensure compliance with IATA, BSP, airline, and company policies
 - Maintain accurate documentation and records for audit and reporting purposes
 - Adhere to data protection and confidentiality requirements
 - Support internal audits and process improvement initiatives
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2. ADM (Airline Debit Memo) Management

- Investigate, manage, and resolve all ADMs issued by airlines
 - Obtain relevant ADM details from the finance before it get charged to the company.
 - Action all the ADM notifications and ensure that ADMs are not charged to the company.
 - Identify root causes of ADMs and implement corrective actions to prevent recurrence
 - Liaise with airlines, BSP, and internal teams to dispute or settle ADMs.
 - Follow up with respective air line until it is resolved.
 - Consultant responsible needs to pay ADMS if the responsible staffs are not able to get them reversed by the air line. Payment has to be made upon ADM presented on BSP.
 - Maintain accurate ADM records and reporting for management review.
 - Maintain a register until it is resolved
 - Provide guidance and training to junior consultants on ADM avoidance and compliance.
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3. Refund Processing Managed

- Process airline and supplier refunds accurately and within stipulated timelines.
 - Obtain the relevant details from customers as per their request and apply the refunds on timely manner.
 - Maintain a register for all the refunds applied with air line with the status until it is paid to customers.
 - Follow up all the refunds with respective air lines until refunds received to the Company.
 - Follow up with airlines and BSP on pending or delayed refunds
 - Ensure refunds are correctly applied to client accounts and reflected in financial systems
 - Provide all the refunds application details to Finance for record keeping
 - Communicate refund status clearly and professionally to clients
 - Coordinate with Finance/ Customer to pay the refunds with out delay.
 - Proper documents & details should be maintained to ensure that required details are given to customers as and when request by the customers about their refund status
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4. Invoicing & Financial Accuracy

- Raise accurate and timely invoices for all travel services rendered
 - Ensure correct application of fares, taxes, service fees, and mark-ups
 - Obtain the customer PO for all the account customers before issuing the tickets
 - Raise invoices as per the relevant supporting documents and correct information and ensure that invoices are raised as per the PO received from the customers.
 - All the invoices checked for 100% accuracy & signed before forwarding to Customers & Finance Department.
 - All the invoices raised on the same day and customer copy and signed by responsible consultant on the customer copy and account copy of the invoice to ensure that invoices are raised with correct information & details.
 - PO/email confirmation to be attached with the invoices and PO reference should be mentioned in the Customer Copy.
 - Forward all the invoices together with relevant supporting document to Finance for filling
- Reconcile invoices against BSP, airline, and supplier statements
- Support month-end reconciliations and audits
- Deliver invoices to customer on timely manner.
 - Customer copy should be delivered to customers "by post" or "hand delivery" or "emailed" on the same day or very next working day. All the deliveries should be recorded in the book to make sure that invoices are delivered to customers with out delay. This will ensure that due balance can be collected from customers with out further delay.
 - Follow ups to be done with customers to ensure that invoices are delivered to relevant officers.
 - Coordinate with Finance team to ensure that Customer Statements are delivered to respective customers on timely manner.
- Sight Photo ID & due consideration should be given while processing credit card transactions. Required credit card form must be filled & signed by the Clients. Details should be recorded, if need arises.
- Collections and Credit Control
 - Follow up on outstanding client payments in line with agreed credit terms
 - Coordinate with finance/accounts teams on receivables and overdue accounts
 - Ensure payment is received prior to ticket issuance where required
 - Assist in managing client credit limits and reducing debtor days.
 - Follow up Debtors with the help of Finance Team.
 - Ensure that Customers clear their dues with the credit period.
 - Personal cheques should not accept unless authorized by Management. Also prior approval should be obtained to accept any cheques from the customer who does not have a account with the company
 - Responsible cash handling ensured
 - Safe keeping of company cash - any short will be charged back to agent responsible.

5. Customer Service & Relationship Management

- Deliver a high level of customer service at all times.
- Act as a key point of contact for corporate and leisure clients.
- Manage customer queries, complaints, and escalations professionally
- Build long-term relationships with clients through proactive service delivery.
- Meet sales & DP targets as set out by the branch manager;

6. Mentoring & Team Support

- Provide on-the-job coaching and support to junior travel consultants.
 - Act as a subject matter expert and senior point of reference for junior and mid-level travel consultants.
 - Provide day-to-day coaching and on-the-job training on reservations, ticketing, reissues, refunds, and GDS best practices.
 - Guide team members on ADM prevention, correct fare construction, and compliance with airline and BSP requirements.
 - Review complex bookings and ticketing transactions to ensure accuracy and adherence to company standards
- Share best practices and assist in improving team efficiency and accuracy
- Support the Branch Manager with training and operational improvements
 - Support new hires during onboarding, ensuring they understand systems, processes, and service expectations.
 - Share knowledge on supplier updates, airline policy changes, and industry best practices.
 - Assist the Branch Manager in identifying training gaps and recommending process improvements.
- Promote a culture of quality, accountability, and continuous learning within the team.
- Provide constructive feedback to team members to improve performance and confidence
- Act as a role model by demonstrating high standards of professionalism, customer service, and operational excellence

Responsibilities - Key Competencies

Competence	Description
Business	
Systems and Procedures	Develop and/or apply procedures to assist the organisation achieve its goals.
Communication	Exchange information through verbal communication
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.

Competence	Description
Relationship Building	Build beneficial relationships with suppliers and stakeholders.
Professional	
Compliance	Comply with relevant laws and the policies and procedures of the organisation.

Qualifications

Qualification	Discipline	Notes
Preferred		
Certificate	Business Administration, Business and Management, Sales/Marketing/Advertising	
Desirable		
Diploma	Administration, Sales/Marketing/Advertising	

Work Knowledge and Experience

- Minimum 3–5 years of experience in the travel industry as a travel consultant or similar role.
- Strong knowledge of international fares, ticketing, and GDS systems.
- Excellent communication and customer service skills.
- Ability to work independently and as part of a team.
- A passion for travel and delivering outstanding client experiences.
- Proven experience handling ADMs, refunds, invoicing, and collections
- Strong numerical and reconciliation skills with high attention to detail and accuracy.
- Strong problem-solving and dispute resolution skills.

Requirements

- Language Proficiency**
- Excellent command of English

Other Required Statements

- No other required statements found.

Interactions

Type	Interaction	Comments
Internal		
	Finance Team	
	Management Team	
External		
	Customers	
	Suppliers	

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.
- Integrity: Adherence to moral and ethical principles; soundness of moral character; honesty.
- 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

- Objective: Impartial and honest in dealings with others, eliminating own feelings and view to reach a balanced judgement.
- Self-sufficient and assured: Readily copes with situations without recourse/need of others, showing confidence and belief in oneself and one's own abilities.
- Team Oriented: Enjoys being with others as part of a group or team.

Thinking Styles

- Flexible/Adaptable: Readily accommodates changing circumstances, modifying own behaviour and/or views. Able to adjust easily to new conditions.

Initiative	Takes action and makes decisions without the help or advice of other people.
Well organised	Controls tasks in a well thought out and critical manner.

How To Apply

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Contact for Enquiries

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Further Contact Information: --

Closing Date: 19 Sep 2026