

OPERATIONS MANAGER

Job Description

Position Summary:

The role of Operations Manager is to oversee the daily management of a Travel Office or Call Center Environment. This includes creating and maintaining an Operations Plan for Staff, Technology, Telephony, and Client Services. In this role, the Operations Manager must be able to multi task across various functions such as Staff Management, Sales Reporting, Vendor Relations, and Call Center Management. In addition, the OPS Manager will be responsible for creating and distributing Standard Operating Procedures, Key Performance Initiatives, and Service Level Agreements to the team.

Required Skills:

The ideal OPS Manager must possess a minimum of 5yrs experience in managing others with a high skillset for coaching, training and developing staff. Building vendor relationships is essential to grow the business; therefore, the OPS Manager will be responsible for negotiating contractual agreements with airline, hotel, and car rental agencies. This individual should also possess a high competency level of fares & ticketing with the ability to decipher fare rules quickly and accurately. Additionally, the ideal candidate must be able to handle difficult situations and make sound decisions to promote customer satisfaction. ARC Specialist Certification is a “plus”.

Technology Skills:

Strong knowledge of GDS systems (Sabre, Amadeus and/or Apollo) is essential to create logins, set up queues and, in some cases, assist team with taking overflow calls during high-volume days. Experience in the implementation of Call Center services to include creating hunt groups, setting up voicemail boxes, create phone usage reporting, tracking & analysis of customer service calls, while monitoring agent time management and conducting call recording sessions for feedback and coaching of staff. We also require our ideal OPS Manager to possess fundamental knowledge of Microsoft Office programs such as Outlook, Word, Excel, and PowerPoint.

Organizational/Time Management Skills:

Ability to meet and exceed deadlines to ensure timely delivery of Weekly/Monthly Reporting, conduct bi-monthly coaching and feedback sessions with staff, as well as annual reviews. This role will require the ability to delegate special projects to star performers to build on their skills and promote growth. The OPS Manager would create and maintain company-wide documents for distribution of travel trends, flight cancellation alerts, job postings and other time sensitive material.

In closing:

Our “ideal OPS Manager” would possess these skills while displaying a charming and cheery disposition to win over clients and deliver the highest level of customer service in the industry. If you are confident that you are the next “ideal OPS Manager”, send us your resume.....we’ve got what you want....you’ve got what we need!

