

**POSITION: Specialist, Air Desk**

**LOCATION: Toronto, ON (temporarily remote)**

The Air desk team is looking for an experienced Travel Consultant who excels in a fast-paced working environment and has proven multi-tasking skills. Primary accountabilities include extensive knowledge and understanding of airline contracts, ticketing and airfares for all domestic, trans-border and international travel. As part of the Air Desk team, you will be given the opportunity to work with travel consultants in all divisions of Merit in order to support and improve overall productivity. If this sounds like the challenge you are looking for, apply today and get ready for an extraordinary career with Merit Travel!

**EXPERIENCE REQUIRED:**

- Excellent knowledge of airline fares, and strong knowledge of company/supplier contracts, including previous experience in product and airfares.
- Ability to work under pressure and effectively multi-task, while maintaining professional rapport with customers and co-workers
- Experience in ticketing
- Highly detail oriented and has strong customer service skills
- Decisive and ability to work independently
- Superior written and verbal communication skills
- Proficiency in Microsoft Office
- GDS experience, AMADEUS is considered an asset

**DUTIES & RESPONSIBILITIES:**

- Responsible for booking/quoting cheapest net rates from our airline contracts
- Extremely knowledgeable and properly uses: airline terminology, codes, fare basis, airline rules and tariffs, airline passes, resource guides and industry contacts
- Issue tickets, ticket exchanges, refunds queued for ticketing
- Email BSP tickets, invoices, itineraries and reduce and process of debit memos
- Remains informed of all airline rules and regulations and current affairs
- Communicates information to clients accurately and appropriately

**WHAT WE HAVE TO OFFER:**

- Exclusive travel perks, and the opportunity to explore new destinations!
- Competitive compensation package with exclusive perks
- Genuine opportunities to develop your skills both professionally and personally
- A distinctive working environment that puts team members first

**WORKING HOURS:** Rotating shifts – must be able to participate in full shift rotation Dept. Hours:

**Monday to Friday – 9:00 a.m. to 8:15 p.m.**

**Saturday – 10:00 a.m. to 6:00 p.m.**

If you are looking for an opportunity to *reach your potential* in the travel industry, meet with us to see why we're different and what we can offer you!

\*We appreciate all applicants however only selected candidates will be contacted.



The Company values diversity in the workplace and is committed to employment equity. In accordance with the Accessibility for Ontarians with Disabilities Act (AODA), the company will provide accommodation, accessible formats and communication supports for the interview upon request and we will work with you to meet your accessibility needs.