



About us

Travix is the biggest Dutch online travel company and manages an extensive portfolio of travel-focused websites operating under the brand names BudgetAir, CheapTickets, Flugladen, Vayama, Vliegwinkel and Easytobook.com.

The brands BudgetAir, CheapTickets, Flugladen, Vayama and Vliegwinkel provide both search and book capability for flight combinations worldwide on both scheduled and low cost airlines. In addition, the sites provide attractive pricing for hotels, car rentals, rail travel, and holiday packages.

EasyToBook.com is a website specialized in the booking of all types of accommodations: hotels, bed & breakfasts, hostels and apartments. Easytobook.com offers over 120,000 hotels in 8,000 different cities.

Travix operates its six brands in 16 countries; employs 450 staff; with combined sales in excess of US \$1,1 Billion. Travix is part of BCD Holdings N.V.

For our Contact Center in Haarlem/Hengelo/Arnhem we are searching for fluent English speaking

E-TRAVEL AGENTS m/f

The E-Travel Agent is responsible for providing efficient and service orientated customer support. This within the agreed service levels. He/she offers customer support to clients who have booked flights and other travel products via our website www.budgetair.co.uk. Prepare quotes and make reservations for flights, hotels and car hire in a CRS and/or other on-line reservation system. Sell insurance and other travel related products.

Most important tasks and responsibilities

- Act as first line of support for customers who have made travel arrangements via internet;
- Prepare tailor-made travel itineraries including flights, hotel reservations, car and camper hire and other travel related products such as insurance;
- Invoice and administer reservations in the back-office system;
- Check payment deadlines;
- Anticipate and act upon (possible) problems and opportunities;
- Responsibility to increase one's own knowledge of travel industry related matters through various multimedia channels. Provide written reports of familiarisation trips;
- Ensure a clean and tidy work environment.

Functional requirements

- Most applicable education: Higher vocational education in Travel and Tourism;
- Most applicable course: IATA/UFTAA 1, 2 or other fares & ticketing qualification;
- Minimum working experience: 2 years experience in the IATA-travel business;
- Good working knowledge of Worldspan and/or Amadeus
- Excellent command of English Language

Competencies

- Customer focused
- Target driven
- Flexibility
- Team player
- Attention to detail

Compensation

Travix offers you a challenging job in an informal but dynamic environment with many opportunities to develop your potential. The remuneration and secondary employment benefits which we offer may be described as competitive and our potential for growth will offer numerous challenges in the future.

To apply

If you are interested in securing the position of E-Travel Agent at Travix, we look forward to receiving your letter of application and your curriculum vitae by email via ddudink@travix-international.com. For more information check our website www.travix-international.com.