

Are you ready to bring your skills, competencies and experience and be part of BCD Travel ASC team? If yes, you might be exactly the team member we are looking for.

TEAM LEADER

PROACTIVE, ATTENTIVE AND TEAM PLAYER

As a Team Leader, your responsibilities include:

- Ensuring service levels are met according to contractually agreed SLA. Proactively provide feedback to management to avoid future customer issues.
- Responsible for the service quality of his team and must follow upon client complaints/compliments in the system.
- Review team issues, determine root causes, devise alternative solutions and provide feedback to the individual and the team.
- Monitor, sort and work on global distribution systems (GDS) queues to maintain quality control from time to time.
- Consistently follow BCD Travel call/email guidelines.
- Communicate with customers and team using clear and positive tone.
- Responsible for day-to-day management of a travel consultant team.
- Facilitate teamwork and collegiality and ensure that the team supports BCD Travel's goals and vision.

Prerequisites:

- Bachelor's degree, or equivalent work experience
- Minimum of 3-5 plus years experience in the corporate travel management industry.
- Solid working knowledge of the travel industry, policies, procedures and processes.
- Advanced skills on travel industry systems (i.e. GDS)
- Proven ability to handle multiple priorities simultaneously.
- Ability to work flexible hours.
- Strong problem solving and/or critical thinking skills.
- Proficiency in Microsoft Office applications would be an added advantage.

How you can apply

Submit your resume to careers@bcdtravelasc.com. Only shortlisted candidates will be notified via email from BCD Travel ASC for an interview.

BCD Travel office address :
#2207-2208, 22nd Floor, One
Galle Face Tower, Colombo 01