



## Correspondence Officer

- **Vacancy for:** 4
- **Posted on:** Feb. 28, 2018
- **Deadline:** March 23, 2018, 11:55 p.m.

**No of Required person:** 4

**Reporting to:** Managing Director

**Department:** General

### Purpose of the position:

Tour correspondence officer is liable for all correspondence regarding outbound and inbound tours; to provide information to all clients, send mail to different parties, working with hotels, airlines and other travel related companies for ground travel and airlines, in order to execute the arrangements.

To provide the supplemental administrative supports as well within and outside the organization whenever needed and follow up with clients.

### Responsibilities and duties:

- Corresponding with inquiries and responding to them accordingly as per the guidance by MD
- Motivating and controlling the assistant staffs with plans and assignments
- Making arrangements for flights, insurance, accommodation, tours and activities( In bond & out bond)
- Providing general and specific advice about different travel destinations
- Drawing up complicated travel itineraries and ensuring that all the needs of the customers are met and being responsible for domestic packages
- Advising the customer about travel issues including required documentation and financial matters, such as appropriate exchange rates
- Advising clients on travel arrangements like visas and passports
- Planning and advertising different promotions
- Using a booking system to secure holidays
- Dealing with payments like collecting and processing payments
- Sending out tickets to the clients
- Keeping clients up to date with any changes and making alternative arrangements for customers who have their trips interrupted by unforeseen issues
- Maintain coordination & good communication with guests and various departments
- Assist and support in overall banking transactions and performing general administrative tasks
- Collecting the progress report and presenting to MD
- Providing training and necessary classes to the co-workers regarding the specific jobs
- Follow up of the tasks provided to the co-workers
- Developing the mechanism to promote websites and company
- Developing and making tailor made itineraries as per client's requirements
- Developing different IPs to connect business in international circles

### Academic Qualifications:

- Undergraduate/ Graduate or above

### Work Experience:

- Minimum one or two years of guide or tour operator experience in travel and tourism field

### Essential skills, abilities and knowledge:

- Active listening
- Good communication skills
- Time management
- Interpersonal
- Managerial and tactful
- Able to work in pressure
- Friendly and confident and energetic

### Applying Procedure

Apply Link : <https://merojob.com/correspondence-officer-23/>

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