



JOB TITLE: Reservations & Ticketing Agent

General Information

Ref # : 234346

Location: Tanzania-Dar Es Salaam

Job family : Cargo & Airport Operations

Closing Date: 2026-07-30

Description

We are currently recruiting for a Reservations and Ticketing Agent in Dar Es Salaam – DAR

Based in Tanzania, you will provide a full service-oriented professional reservations and ticketing service to all customers and travel businesses either through telephone calls or in person meetings in order to achieve optimal customer satisfaction and achieve annual budget revenue targets.

Key accountabilities

- Make and confirm reservations for passengers.
- Arrange Reservations and routing using timetables, airline manuals, reference guides
- Issue tickets quoting correct fare to reduce passenger complaints and debit notes.
- Advice on changes in flight plan or to cancel or confirm reservation.
- Advice load control personnel and other stations on changes in passenger itinerary to control space and ensure utilization of seating capacity on flights.
- Ensure that the sales report is closed on time.
- Initiate and promote QR product to generate the revenue.
- Record and process reservations made by phone/fax/e-mail; actions telex messages and authorities.
- Handle Help desk – assist travel agents with seat confirmations, upgrade/downgrade proposals.
- Issuance of refunds; process lost tickets and time barred tickets.
- Examine passenger ticket to direct/advise passenger correctly.
- Plan route and compute ticket cost, using schedules, rate books, and computer.
- Telephone customer or Travel Agent to advise of changes with travel conveyance or to confirm reservation, as well as alternate available options.
- Sell and assemble tickets for transmittal or mailing to customers.
- Answer inquires made by travel agencies or transportation firms, such as airlines, bus companies, railroad companies, and steamship lines.

Qualification

To be successful in this role you will need.

- Relevant job-related experience from within the Aviation/travel industry - Recognized IATA / Airline Basic Tariff Course will be an added advantage.
- Fluent English language communication skills – spoken/written.
- Thorough knowledge of special rates/ offers / promotions.
- Has legal right to live and work in Tanzania.

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