https://www.technomine.biz/job/flights-support-administrator/

Flights Support Administrator

Description
Join Technomine as a Flights Support Administrator!

Key Responsibilities

- Flight Scheduling and Management
- Monitor and update flight schedules to ensure accuracy.
- Rebook flights as needed, managing any last-minute changes and cancellations.
- Liaise with airlines and partners to confirm bookings and resolve flight-related issues.

Customer Support and Communication

- Provide timely responses to customer inquiries received during out-of-hours periods.
- Manage and resolve customer issues effectively, ensuring a seamless experience.
- Keep customers informed of any changes to their travel plans in a clear and courteous manner.

Administrative Tasks

- Perform various admin tasks related to travel bookings, including updating records and managing booking systems.
- Maintain accurate documentation of all customer interactions and transactions.
- Prepare end-of-shift reports detailing tasks completed, outstanding issues, and any notable concerns.

Problem Resolution

- Act swiftly to resolve any travel disruptions or emergency situations, coordinating with relevant stakeholders.
- Escalate complex issues to daytime teams where necessary, providing clear handover notes.

Summary

- Back Office Administration
- CRM internal communication
- Customer service engagement
- Airline communications
- Supplier Communication

Essential Skills

- Expertise in Global Distribution System, specifically Galileo, for managing

Hiring organization
Technomine

Employment Type
Full-time

Why Technomine?
At Technomine, we don't just offer jobs – we build careers. With a strong legacy of growth, innovation, and people-fi rst values. This is your chance to be part of a company that values diversity, celebrates achievements, and provides opportunities to grow alongside a passionate, award-winning team.

Industry
Customer Support / Operations

Job Location
401-403, Shoppers Plaza 4 C. G. Road, 380009, Ahmedabad, Gujarat, India

Working Hours
Full time (Out of Hours Shifts) – 11:30 PM to 8:30 AM IST / Basically OUT OF HOURS – 5 days working

Date posted
July 18, 2026

support and travel requirements.
- PCC Management (Pseudo City Code).
- Proficient in PNR (Passenger Name Record) creation and pricing.
- Skilled in administering schedule changes efficiently.
- Additional knowledge of Amadeus or other airline booking systems is an advantage.
- Experience in handling flight rebooking's and travel logistics.
- Ability to work autonomously with minimal supervision, especially during out-of-hours periods.

Advanced GDS Skills:

- Basic ticketing operations.
- Re-issuing tickets.
- Re-pricing ticketed/unticketed PNRs.
- Handling date changes for ticketed/unticketed bookings.
- Managing flight changes for ticketed/unticketed bookings.
- Performing name changes on reservations.
- Processing upgrades for ticketed/unticketed bookings.
- Re-routing ticketed PNRs.
- Voiding tickets.
- Requesting refunds for canceled bookings.

Job Benefits

Flights Support Administrator