https://www.technomine.biz/job/travel-admin-executive-travel-industry/

Travel Admin Executive – Travel Industry

Description
Ready to work in different timings considering it as his responsibility. Should be able to deal with clients, team members, be a part of client team meetings, training given by the client and also assist team members in different processes.

Responsibilities

- Identify opportunities to enhance internal processes which promote best practice and lead to overall performance improvement and organisational efficiency.
- Co-ordinate the activities of the Customer Service team; provide support and advice to team members.
- Monitor performance and lead the team to achieve key performance indicators (KPIs) and provide an excellent service to customers.
- Evaluate customer feedback and identify ways to maximise customer satisfaction.
- Ensure that standard operating procedures are documented and maintained.
- Produce written reports when required to do so.
- Attending to customer and client queries from foreign destination for Hotel/flight booking and respond professionally to inbound phone calls and emails, including urgent situations.
- Attend to incoming calls and emails from travel booking customers and understand their problem
- Be a first point of contact to handle and resolve Customer Reservations, handling after sales enquirers, bookings, documentation, complaints handling, etc.
- The candidate will be responsible to handle outbound tourism by communicating with suppliers, Follow – up with Travel Agents and Suppliers for Outbound packages
- Monitor various channels where customers may post their grievances like email, forums, chat support
- Delight the customers with prompt suggestions of ideas and solutions to their problems and ensure that customers are satisfied with your resolution.
- Send an email confirmation detailing the resolution and asking for customer feedback.
- Document common customer queries and integrate into our Frequently Asked Questions module
- Maintain a deep understanding of our product, service and industry knowledge to be able to speak with customers about the most relevant features and functionality for their specific needs

Work Details- Technomine Travel Solutions
ADMIN EXECUTIVE – TRAVEL & TOURS

- Tour loading
- System updates
- Ticketing (sending final documentation to suppliers and customers)

Hiring organization
Technomine

Employment Type
Full-time

About Technomine
About Technomine: Founded in 2008, we are a client centric Business Process Outsourcing and Knowledge Process Outsourcing partner based in India providing high quality services to our clients across the globe in the United States, United Kingdom, Europe and the Middle East. We primarily serve clients operating in the Video Surveillance, Travel Industry, Healthcare Industry, Medical Record Retrieval, Accounting Services, Recruitment firms and IT enabled Enterprise solutions. Our representatives can provide you with on-site support across the globe if required. With over ten years of experience and excellence in service, we have been a trusted business partner to our clients. () We are looking for someone with experience in managing a team of customer service agents (international customers) to join & be part of a new growing team with excellent career growth opportunities in near future. Summary of the job description and our expectations from candidates who apply follows below:

- Sending rooming lists
- E ticket checking
- Other ad hoc duties as required by other departments from time to time

Qualifications

- Should have good knowledge of Travel Industry (International Destinations)
- 3+ years' experience in Travel domain.
- Fluency in English (oral and written communication skills)

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

Working Hours
11am – 8pm / 12pm – 9pm / 1pm – 10pm/3pm-Midnight

Date posted
July 18, 2026