



PR/109562 | Reservation and Ticketing Executive- Delhi

Job Information

Recruiter
[JAC Recruitment India](#)
Job ID

1554776

Industry

Logistics, Storage

Job Type

Permanent Full-time

Location

India

Salary

Negotiable, based on experience

Refreshed

August 26th, 2025 02:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

Job title : Reservation and Ticketing Executive

Location : Delhi (Wordmark 1 Aero city)

Designation : Executive (Entry level)

Reporting line : Directors and section managers

Working hours : Based on the roster (shift work/basically 5days working per week, 8 hours + 1 hour break)

Job overview : Reservation and Ticketing Executive with a customer-centric approach, capable of handling flight and travel bookings, ticket issuance/reissuance, and processing refunds or partial refunds. The ideal candidate should have hands-on experience with GDS platforms, preferably Amadeus, and possess strong communication and problem-solving skills.

In addition, the role requires familiarity with revenue accounting platforms such as BSP, along with proficiency in MS Office,

especially Excel.

[Job description]

1. Reservation and Ticketing • Accurately create and manage Passenger Name Records (PNRs) using GDS/CRS systems Amadeus. • Interpret and apply IATA fare rules to price itineraries, ensuring compliance with airline policies. • Issue, reissue, and void tickets as per standard procedures. • Handle refunds (full, partial, involuntary, and voluntary) in line with airline fare and refund policies. • Assist with changes to itineraries including date/time changes, rerouting, and special service requests (SSR). Ensure seamless special service handling (e.g., medical requests, wheelchair assistance, meal preferences).

2. Revenue Accounting • Process and reconcile transactions via the Billing and Settlement Plan (BSP). • Review and manage Agency Debit Memos (ADM) and Agency Credit Memos (ACM) with accuracy. • Ensure timely financial reporting, reconciliation, and error correction. • Ticketing Audit Coordination (ADM dispute, Invoice, sending TI, report check etc) • Preparation of sales report. • Coordinate with finance teams to support month-end and year-end closing activities.

3. Group Desk Handling • Handle group travel inquiries, quotations, and bookings for corporate, educational, and leisure groups via GSO (Group fare calculator) etc. • Negotiate fares and contract terms with group coordinators within JAL and travel partners. • Prepare group fare proposals and contracts; monitor group deadlines (e.g., deposits, name lists, final payments)

4. Customer Service (Inside Sales support) • Respond to agents and direct passenger (Japanese/non-Japanese) inquiries via phone, email, and at service desks. • Manage customer complaints and escalations, providing prompt and effective resolutions. • Deliver high levels of customer satisfaction through courteous, knowledgeable, and timely service.

5. Administrative Duties • Prepare monthly job rosters and attendance reports. • Assist in compiling payroll data and salary documentation. • Maintain internal reports, performance trackers, and audit documentation. • Other administrative duties.

6. Other Operational duties • Agency Reservation and ticketing Policy & procedure announcement to the market • Interline & Staff Ticket Management. • Coordination with various related sections for smooth handling of reservation and ticketing function. • Creating and managing reports, maintaining data, and analysing booking trends using MS Excel and Airlines internal booking tools. • Provide support to handle the irregular flight operations. The responsibilities that may require working on weekends, holidays, or during non-standard working hours. • Collaborate with cross-functional teams from various other sections like Airport/Account etc. to drive continuous service development.

7. Continuous Improvement and Compliance • Stay updated on airline industry regulations, fare filing changes, and system updates. • Implement improvements based on customer feedback and audit recommendations. • Ensure strict adherence to aviation security protocols and data privacy regulations.

[Required Skills]

• 3 years + experience in Airline/Travel management Companies etc. in reservation and ticketing roles • Hands-on experience with GDS systems preferably Amadeus etc • Knowledge of IATA regulations, fare constructions, and global ticketing procedures • Excellent communication (verbal & written) and interpersonal skills • Proficiency in MS Office tools (Excel, Word, Outlook) • Strong attention to detail, numerical accuracy, and organizational skills • Fluently English Communication skills

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Company Description