

## Job Description for Operation Coordinator

### **Position:**

- Job title : Operation Coordinator
- Location : Kuala Lumpur

### **Job Description:**

1. responsible for tour handling in European destinations according to our customers (agents) needs/requirements
2. usage of our in-house computer system
3. communication with our other office (mainly European)
4. communicate/liaise directly with our sales team
5. communicate/liaise directly with our supplier
6. providing/suggestion suitable alternatives when requested is not available
7. monitoring of cancellation deadline and cost control

### **Requirements:**

- At least Diploma graduated or with travel & tourism diploma;
- At least with 1-2 years of working experience in travel industry
- with background knowledge of land operator (or otherwise travel agent)
- fluent in English and Mandarin, Cantonese speaking will be added advantage.
- basic computer skills including Microsoft Office applications
- ability to work under pressure
- ability to work as a team as well as independently