

# TRAVEL AGENT

**DUTY STATION:** Sarajevo

**CONTRACT TYPE:** National

**GRADE:** 6

## **PURPOSE AND SCOPE OF POSITION**

Under the supervision of the Head of Logistics, the Travel Agent is responsible to provide a travel and accommodation service for OHR staff, for both business and private trips. Duties include, but are not necessarily limited to the following:

## **DUTIES AND RESPONSIBILITIES**

- Consult with and advise staff on their business and private trips, either by e-mail, phone or in person
- Be proactive in offering as many options for travel as possible, including alternative itineraries to suit travellers
- Maintain close contacts with all airlines and travel agents operating in BiH, to ensure that the most up-to-date information and most cost effective deals are secured on behalf of staff, while maintaining appropriate levels of flexibility at the request of staff
- Where possible, use internet sales to secure competitive flight or hotel deals
- Ensure advertising literature is regularly updated and displayed within OHR offices
- Act as an information provider on accommodation, transport and places of interest, obtaining guides, brochures

and maps where requested or possible

- Make reservations and confirmations for accommodation, transport and tours, within BiH and internationally
- Assist staff and others in preparing required OHR documentation and forms for travel. ( DTRs, travel itineraries, etc)
- Coordinate the issuing of tickets, organizing transport to collect tickets from airline companies or travel agencies
- Advise and assist the public with their visas, passports, insurance, vaccinations and other travel-related documents, in a proactive and customer-friendly manner
- Organise and book conferences at the request of supervisor
- Prepare itineraries that indicate points of interest, restaurants, overnight accommodations and availability of services during trip
- Provide a support service to OHR staff looking for private accommodation or other facilities in Sarajevo and elsewhere in BiH
- Perform general administration duties (monthly reports, manage/prepare/control monthly bills, statistics, etc)
- Assist Finance Division in all matters concerning travel costs
- Operate within OHR's travel procedures for all business related travel.

## **PROFESSIONAL REQUIREMENTS/QUALIFICATIONS**

- Excellent command of written and spoken English
- Extremely customer friendly approach, with a persistence to deliver excellent service consistently
- At least 3 years experience in the travel industry, including ticketing experience
- Excellent knowledge of tourism within the region, and a proactive approach to organising individual and group trips on behalf of customers
- Ability to work with national and international staff and suppliers
- Sound understanding of Internet sales, preferably with experience of internet travel purchasing
- Ability to maintain accurate and comprehensive records and use data within these to provide useful management reports
- Clean, valid driving licence.

Any person with the above qualifications should provide (in English) a CV with a one-page cover letter and references to the following:

**Personnel Department**  
**Office of the High Representative**  
**Emerika Bluma 1, 71000 Sarajevo**  
**Bosnia and Herzegovina**  
**Fax: +387 (0) 33 283 771**  
**application@ohr.int**

**E-mail:**

**Reference number: 2005/037 must be quoted**  
**Closing date for applications: 03 March 2005**

**Only short-listed candidates will be contacted**

***No telephone inquiries please***