

 **NOW HIRING**

## Travel/Ticketing Agent as Manager Refunds (f/m/d)

for our Revenue Accounting Team, full-time, hybrid-work model based in Dreieich, Germany



### OUR OFFER

- > multi-cultural working environment with English as the company language
- > flat hierarchies and short decision paths
- > spacious workspaces with the latest technological equipment
- > flexible working hours promoting a greater work-life balance
- > a work culture of appreciation with regular corporate and team events
- > free beverages, meal allowance and a game room to unwind



### YOUR PROFILE

- > completed training as a travel agent or ticketing agent
- > 2 years of professional experience in the travel agency or airline industry
- > competent usage of Amadeus Ticketing and MS Office applications
- > knowledge on interlining and other GDSs beneficial
- > high ability of time- and self-management
- > conscientious and solution-oriented way of working
- > high degree of team spirit and willingness to learn
- > business fluent in English and German



### YOUR JOB

- > processing of Refund Applications in BSPlink calculate received values and refunds under correct
- > application of tariff rules and IATA regulations
- > check received PNR histories (Amadeus, Sabre or Galileo) and determine validity of agent requests
- > communicate with travel agents and partner airlines worldwide
- > support our printer offices and agents regarding refund calculations for processing air tickets in the GDS reservation system
- > communicate internally with our closed departments to identify issues related to an agent request

Hahn Air is a German scheduled and executive charter airline. Since 1999 it offers indirect distribution services to other airlines and thus provides ticketing solutions to 100,000 travel agencies in 190 markets. With 20 years of experience, the company has established itself as the market leader. Today, Hahn Air's partner network encompasses more than 350 partner airlines. Every year millions of passengers travel between 4,000 locations using Hahn Air's HR-169 tickets. At our head office in Dreieich, conveniently located just a few driving minutes from Frankfurt, you will be working with over 200 people from more than 35 different countries.



### ARE YOU READY FOR TAKE-OFF AT HAHN AIR?

Friederike Sauer is looking forward to receiving your application (CV, motivation letter, references).



Apply  
online  
here