



# Example of Ticketing Agent Job Description

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Our company is growing rapidly and is searching for experienced candidates for the position of ticketing agent. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for ticketing agent

- Re-transmit tickets/service fees when requested by accounting
- Maintain resource material on ticketing, faring, commissions, on SharePoint
- Issue airline tickets
- Process exchanges and refunds
- Send out E-ticket receipts and invoices
- Collaborate with third-party wholesalers and PSS team to create a positive arrival experience for guests
- Establish a professional and responsive relationship with internal and external sales partners
- Have comprehensive understanding of all products, service initiatives and sales processes
- Facilitate sales
- Uphold training initiatives and best practices of ATS offices company-wide

## Qualifications for ticketing agent

- Ability to respond to customer inquiries and interact with individuals
- Detailed oriented as demonstrated by minimal errors both monetary and QC
- Proficiency with MS Office programs, Outlook, Word, Excel
- Adept at manually storing fares
- Detailed knowledge of airlines fares, routes, rules and restrictions
- Arranging reservations and routing using timetable, airlines manuals, reference guides, and tariff book