

Job title	OPERATION EXECUTIVE – SUPPORT UNIT
Reports to	OPERATION PERSON IN CHARGE

Job Function

POTO liaison person with sales and operation team on the operational matters. Further assist team members on the below and report regularly to the department person in charge:

- Visa related matters
- TL kit and report
- Customer supporting document
- Etc

General Duties and responsibilities

- Responsible in:
 - Preparing Exchange Order for Visa Payment
 - Preparing *Maklumat Peringatan Awal & Akhir*
 - Preparing TL Kits
 - Sending out TL invitation
 - Conducting TL Briefing
 - Visa submission and collection
 - Receiving, processing and compiling TL reports
 - Preparing gift for departing group (Ie; *Sambal Ikan Bilis, SUFIIN*, etc)

Qualifications

Academic and Experience

- Possess a tertiary Diploma / Degree - Preferred in Travel & Tourism / Business Studies / Management Studies or its equivalent with at least 1-2 years of tourism/travel industry experience.

Basic Skills / Knowledge

- Basic administration skill
- Good Listening, Comprehension & Communication Skill
- Basic problem troubleshooting and multi-tasking skills

Special Requirements

- Ability to communicate in English and Malay.
- Basic verbal and written communication skills with acceptable degree of self-confidence, negotiation skills, professional phone manner.
- Must be self-motivated and capable of working independently
- Experience in handling tour group
- Must be result driven team player and have a healthy respect for datelines
- Required to work late during peak season, trade fairs, and ad-hoc as and when instructed by management.
- Awareness of industry's latest rules and regulations