

 **NOW HIRING**

Manager Refunds (f/m/d), from 35 h/week 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 and meal allowance



YOUR PROFILE

- > completed training as a travel agent or ticketing agent
- > 2 years of professional experience in the areas of pricing, ticket calculations and ticketing
- > very good user skills in Amadeus Ticketing and MS Office applications
- > very good knowledge of English and German, both written and spoken
- > high ability of time- and self-management
- > conscientious and solution-oriented way of working
- > high degree of team spirit and commitment



YOUR JOB

Our Revenue Accounting is a central area within Hahn Air and therefore one of the largest and most international teams of our company works here. We are looking for you to support the Refunds area with the following tasks:

- > processing of Refund Applications in BSPLink
- > calculating received values via Refund Application based on fare rules and IATA regulations
- > checking received PNR histories (Amadeus, Sabre or Galileo) and identifying validity of agent requests
- > supporting our Ticket Printer Offices and US Travel Agents (ticket issuance in ARC) regarding refund calculations for processing air tickets in the reservation system (Amadeus, Sabre or Galileo)
- > communication with travel agents and partner airlines worldwide
- > communication 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?

Lisa Odeleye is looking forward to receiving your application.



Apply
online
here