



RESERVATIONS SUPPORT OFFICER. CAIRNS, AUSTRALIA

Who We Are

Skytrans Australia is an Australian airline providing regional Regular Public Transport (RPT), ACMI (Aircraft, Crew, Maintenance, and Insurance), and Charter services, connecting communities across the country. The airline operates a fleet of 11 aircraft, including Dash8 turboprops and Airbus A319 jets. Skytrans Australia is part of Avia Solutions Group, the world's largest ACMI provider, operating 136 aircraft across 6 continents and delivering a wide range of aviation services, supported by over 11,000 professionals across more than 250 subsidiaries worldwide.

About the role

Reporting to the Revenue and Network Manager within the Commercial department, the Reservations Support Officer is responsible for staff travel bookings, including process management, as well as other support and administrative duties within the Commercial team. This full-time position can be based at either our Cairns office (Cairns Airport) or our Southbank office (Brisbane City).

Key responsibilities

- Coordinate all staff travel and accommodation bookings for duty and leisure travel, ensuring seamless arrangements and adherence to company processes.
- Maintain accurate administrative records for all staff travel bookings and manage day-to-day relationships with travel suppliers, hotels, and agents.
- Review and respond to travel-related enquiries from staff and customers, providing timely support and effective issue resolution.
- Support the Commercial team with administrative activities including refunds, scheduling, pricing, disruption management, revenue management, and other operational tasks as required.

About You

- Previous customer service experience with a passion for delivering excellent service.
- Superior verbal and written communication skills in a fast-paced environment.
- Meticulous attention to detail and ability to manage changing priorities.
- Able to work independently, collaboratively, and handle pressure effectively.
- Desirable: aviation knowledge, experience with reservations or cargo software, rostering/scheduling experience (ideally in transport), and experience in revenue management or pricing.

How to Apply:

If you are passionate about aviation and providing exceptional customer service, and meet the above criteria, we want to hear from you! Submit your resume and cover letter to join a team committed to delivering safe, efficient, and reliable operations.

Please note: Due to the volume of applications, only shortlisted candidates will be contacted. Applicants must have the right to live and work in Australia and be able to successfully complete pre-employment and ongoing medical, drug and alcohol screening requirements. Skytrans Australia is an equal opportunity employer committed to inclusive and fair recruitment practices. We strive to provide a respectful and accessible recruitment process for all candidates. If you require any adjustments throughout the recruitment process, please let us know so we can support your application.

Salary comment: € per year

Queensland-based Australian airline, providing seasonal alternatives to Europe and empowering Avia Solutions Group's ACMI services in the Asia-Pacific.