

JOB DESCRIPTION

General Information	
Job title:	Prohub Team Member
Purpose:	The Prohub Team Member will be required to support the consultant centre of excellence and deploy delivery on the overall Product overall Product Strategy of Flight Centre Travel Group.
Grading/ Salary Range:	
Classification	Non-Award
Primary Accountabilities & Objectives:	<p>Team Member duties (All FCTG Leisure & Corporate brands)</p> <ul style="list-style-type: none"> ● Booking maintenance escalations ● Post departure risk escalations ● Crisis Support ● Quality assurance of outsourced tasks ● Escalation of product gaps ● Supplier notification handling ● DIY content creation ● Chargeback investigations ● Troubleshooting ● Risk Mitigation ● Strategy Alignment ● Fare advice ● Supplier relations for waivers and favours ● Air Knowledge articles

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Hierarchy:	Reporting to Team Leader	
Key communication and relationships:	Internal: Key Product people and L&DFCTG support businesses External: Suppliers (minimal)	
Job Requirements		
Experience: (Minimum level of experience required for the role)	<ul style="list-style-type: none">● 3 years Travel Industry● 1 year Leadership● Product Knowledge, Extensive (Air, Land & Cruise)● Fares & ticketing knowledge● Ability to handle high volume of enquiry and manage multiple enquiries at any given time● Exceptional communication and negotiation skills – utilising a wide range of channels● Problem solving and root cause identification skill	
Skills & Capabilities	Strong understanding of Leisure Travel	
Other:	Location:	BNE/SYD/MEL/ADL/PER/DRW - WFH option
	Travelling:	Yes as required
	Office hours:	0830-530 M-F (Some weekend and after hours work will be required in line with brand requirements)
	Additional:	

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Soft skills	Competency	Proficiency required
	Self-Motivated	Advanced
	Self-Driven	Advanced
	Partnering & Building Relationships	Advanced
	Collaboration	Advanced
	Excellent Communication Skills (Verbal & Written)	Advanced
	Teamwork & Development	Advanced
	Leadership	Advanced
	Problem Solving	Advanced
	Other	Succinct communication, empathy .

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Functional / Job Related Skills	Competency	Proficiency required
	KPIs & Key Deliverables	Intermediate
	Business Acumen	Intermediate
	Customer Centric	Advanced
	Results Focused	Intermediate
	Performance Under Pressure	Advanced
	Time Management	Advanced
	Change Management	Advanced
	Negotiation	Intermediate
	Other	GDS knowledge an advantage. FCTG experience essential .