

# VACANCY

**Position:** Quality Control Supervisor

**Department:** Product Development

**Region:** Thompsons Holidays Johannesburg

The objective of Quality Control is to verify the quality and accuracy of all rates, product, content, package costings, itineraries, vouchers, advertising, and brochure information against the Thompsons Business Systems and Supplier Contracts in order for us to maintain service excellence

**Do you have the following qualifications, skills and attributes?**

- Matric (essential)
- Travel Diploma (an advantage)
- Practical Tour Operating experience essential
- Knowledge of Travel and Tour packaging requirements
- Experience in using Contracts Input and Reservations Talisman (highly recommended)
- Experience in using Adpack (an advantage)
- Understand supplier contracts including fare rules, terms and conditions and policies
- Understanding of Nett, gross, mark ups, commission structures, VAT, Terms and Conditions
- Excellent (Advanced) Computer Skills - Microsoft Word, Excel, Outlook (essential)
- Basic Worldspan knowledge
- Must be totally focused and have a thorough knowledge of Thompson's products.
- Understanding of how airfares work
- General global geographical knowledge
- Flair with English Language and Grammar
- Must be detail orientated and compulsive about taking care of small things.
- Accurate and analytical – much of the work is figure orientated
- Able to work well in fast paced environment and meet deadlines
- Obsession with excellence
- Able to manage stress and handle pressure
- Able to manage workflow and staff daily output
- Leadership qualities

Should you feel you qualify, please follow this procedure:

1. Email me your intention to apply and CV to [hr@thompsons.co.za](mailto:hr@thompsons.co.za)
2. Once we have ascertained that you meet the minimum requirements, you will be invited to interview
3. Should you be shortlisted after the interview, you will be requested to go through applicable assessments
4. Once you are further shortlisted, you will be required to go through final interview where you may be requested to undergo a work related task
5. Finally, should you be the BEST person for the position, an offer will be forthcoming

**Applications close on the 14 September 2011**