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Operation Specialist -PAX2NIGHT-

Description

Join the Pax2night Operations Department

B2B Operations Specialist

Pax2night is looking for a responsible and solution-focused B2B Operations Specialist to support international travel agencies and accommodation suppliers.

You will join an Operations Department with structured training, quality assurance processes, clear procedures, and opportunities to develop into more specialized operational roles.

Responsibilities

- Handle booking-related requests through email, phone, and internal communication channels
- Coordinate solutions for confirmation issues, cancellations, relocations, and other booking problems
- Communicate professionally with international agencies and suppliers
- Follow internal procedures, service agreements, and escalation processes
- Take ownership of cases and follow them through to resolution
- Support the emergency operations line during assigned shifts

Qualifications

- Minimum B2 level English, both written and spoken
- Strong communication, investigation, and problem-solving skills
- Ability to remain calm and professional during urgent situations
- A responsible mindset and willingness to take ownership
- Ability to work as part of a rotating shift schedule.
- This is a on site position, residing in Türkiye and willing to relocate is a requirement.
- Previous experience in travel, tourism, hotel reservations, operations, or customer support is preferred
- Experience with Juniper or similar booking systems is an advantage

Hiring organization

Pax2Night

Employment Type

Full-time

Industry

TRAVEL

Job Location

ANTALYA, Türkiye

I certify that I currently reside in Türkiye at the time of submitting this application.