



BE A PART OF THE NATIONAL AIRLINE

Ref No: IAS/MIS/2026-1106

Date: 29th July 2026

RESERVATION & TICKETING AGENT – GN. FUVAHMULAH **COMMERCIAL (DOMESTIC) – RESERVATION & TICKETING**

Job Ref No: JA/2026/71

Job Scope:

- Handle reservation and ticketing requests received through telephone calls and e-mails by the 'Maldivian' (Q2) Call Center, providing accurate information on flight schedules, fares, bookings, ticketing requirements and applicable travel conditions. Ensure timely follow-up on customer enquiries and pending cases, in accordance with the Company policies, procedures and service standards, while performing duties on a rotational shift basis to ensure continuous customer support.
- Monitor flight movements and booking activities, communicate flight retiming, cancellations and operational changes to affected passengers, and process necessary rebooking and ticket reissues arising from schedule changes or disruptions, ensuring accurate documentation in the reservation system.

Job Criteria:

- Minimum GCE O' Level passes above C grade in 03 subjects including English, Dhivehi and Mathematics.
- Preference will be given to candidates holding a Diploma in Hospitality, Tourism, or a related field in customer service.
- Effective communication skills in both English and Dhivehi (written and spoken) and proficiency in MS Office are required.

Benefits

- Health Insurance for staff and dependent as per Corporate Health Insurance Policy
 - Rebated tickets on Company Airline services as per policy
 - Credit facility enrolment from selected institutions
 - Discounts from selected vendors
- *Terms and conditions of company health insurance policy applies

Location:

Reservation & Ticketing Call Center / Gn. Fuvahmulah

Deadline for Application: 1400hrs on 05th August 2026

Note:

- * Educational certificates must be accredited by MQA, if acquired from an overseas institution.
- * Inaccurate/incomplete and applications that do not meet the above requirements will be disqualified
- * Interested candidates may apply through our online job portal by visiting Maldivian website (careers.maldivian.aero)
- * Only **Maldivians** will be accepted for the above position and only shortlisted candidates will be notified.
- * For additional enquiries, please contact 3331397 or 3331292.