



Balmer Lawrie & Co. Ltd.

[A Government of India Enterprise]

NEEDS PROFESSIONALS

in

SBU: TRAVEL & VACATIONS

Ref No.: BL/Rect/T&V/FTC/Vacations/July/2022

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THE COMPANY

Balmer Lawrie, a public sector company under the Ministry of Petroleum & Natural Gas, is a professionally managed, multi-location, diversified conglomerate having presence in manufacturing as well as service sectors, with a consistent track record of growth and profitability. High standards of customer service, innovative outlook and dedicated human resources have enabled the organization to achieve leadership position in many of its businesses.

PRODUCTS AND SERVICES

The Company operates in various business segments through Strategic Business Units [SBUs] and Joint Venture Companies [JVCs]. It is the market leader in Steel Barrel, Industrial Greases & Specialty Lubricants, Tours & Travel and Logistics Services. It also has significant presence in most of the other businesses it operates, namely, Chemicals, Logistics Infrastructure, Refinery & Oil Field Services [ROFS], Cold Chain etc.

OPENING

The SBU Travel & Vacations is a major SBU of the Company & its team consists of handpicked professionals from the industry. The combined wealth of experience of the team tops more than 300 years in the Holiday Business. The Company has ambitious growth plans for the SBU. In pursuance of these objectives, the SBU seeks to bring on board professionals with dynamism, initiative and an innovative approach to business. The current openings are on 3 year fixed term contract in the Vacations Vertical of the SBU and the details of the positions are as given below:-

S. No.	Position	Grade	No. of Positions	Location	Max. Age (in Years)	Minimum Qualification	Minimum Experience (in Years)	Preferred Experience (Quality &/Year)	Job Description
1	Manager (Products & Operations)	FTE-3	1 (one)	Chennai	38	MTM or Equivalent / MBA / Graduate Engineer OR Graduates may also be considered.	6 years for MTM or Equivalent / MBA / Graduate Engineer; 9 years for Graduates	Candidates with experience of designing products in a holidays company shall be preferred.	The incumbent will be responsible for the following:- <ol style="list-style-type: none"> 1. Innovate, develop and introduce newer itineraries/products at competitive pricing for increasing sales of customized holidays 2. Ensure adequate off the shelf FIT products are available to Sales team time to time for increasing ease of sales closer 3. Ensure that DMC compliances (Ensure all contracts are in place) 4. Ensure all products available for sales are up to date w.r.t it's pricing and availability 5. Impart product knowledge by way of conducting regular product awareness trainings 6. Assist sales with required product-related support for effective closer of sales so that FIT/Adhoc related sales targets are achieved 7. Ensure that service levels are met as per company standards 8. Manage relationship with partners, suppliers, DMCs, tourism boards etc. 9. Researching destinations and keeping up to date with travel industry news 10. Ensure compliance in all aspects of travel processes 11. Maintaining MIS reports 12. Maintain records of bookings & payments 13. Group Tours Costing and operational Experience 14. Hands on experience on CRM Software (Preferable) 15. Handling of Tour Managers 16. Any other task that may be assigned from time to time The above list is only indicative and not exhaustive
2	Assistant Manager (Corporate Businesses)	FTE-1	1 (one)	Delhi	32	MTM or Equivalent / MBA / Graduate Engineer OR Graduates may also be considered.	2 years for MTM or Equivalent / MBA / Graduate Engineer; 4 years for Graduates	Candidates with prior experience of key account management and sales will be preferred.	The incumbent shall be responsible for:- <ol style="list-style-type: none"> 1. Manage and supervise all travel arrangements for the Corporate being handled. 2. Close co-ordination with all travellers for end-to-end travel arrangements that includes even insurance. 3. Enhance the Customer Journey whilst in destination, in airports and hotels ensuring 24x7 services. 4. Build strong relationships and rapport with our agents and third party suppliers. 5. Wear the customer flip flops and ensure that they resolve customer concerns and queries in a timely manner to ensure customer satisfaction. Whilst making sure all is logged and followed up using the system provided. 6. Enhance the customer's business travel experience. 7. Maintain high level of secrecy as required by the client. Cross/ up sale for growing retail business 8. Suggest improvement and innovation in travel programs The above list is only indicative and not exhaustive.

S. No.	Position	Grade	No. of Positions	Location	Max. Age (in Years)	Minimum Qualification	Minimum Experience (in Years)	Preferred Experience (Quality &/Year)	Job Description
3	Assistant Manager (Retail Sales)	FTE-1	1 (one)	Delhi	32	MTM or Equivalent / MBA / Graduate Engineer OR Graduates (10+2+3) may also be considered.	2 years for MTM or Equivalent / MBA / Graduate Engineer; 4 years for Graduates (10+2+3)	Candidates with sales experience in the travel industry shall be preferred.	The incumbent will be responsible for the following:- <ol style="list-style-type: none"> 1. Qualifying leads from digital campaigns, conferences, references, tradeshows, etc. 2. Interaction with Government/PSU/Private Clients 3. Developing quotes and proposals 4. Attending conferences, meetings and industry events & Interaction with Government/PSU/Private Clients 5. Building and maintaining business relationships with current and potential clients and all related associates 6. To be abreast with the latest happenings in the MICE business segment 7. Issuing operational documents including billing & Prepare MIS reports The above list is only indicative and not exhaustive.
4	Customer Service Officer	FTO-1	2 (two)	Delhi	30	Bachelor's Degree (10+2+3)	Freshers can apply.	Candidates with prior experience of customer servicing in the Holidays/Hospitality sector shall be preferred.	The incumbent shall be responsible for the following:- <ol style="list-style-type: none"> 1. Close co-ordination with all travellers for end to end travel arrangements that include even insurance. 2. Enhance the Customer Journey whilst in destination, in airports and hotels ensuring 24x7 services. 3. Build strong relationships and rapport with our agents and third party suppliers. 4. Wear the customer flip flops and ensure that they resolve customer concerns and queries in a timely manner to ensure customer satisfaction. Whilst making sure all is logged and followed up using the system provided. 5. Enhance the customer's business travel experience. Maintain high level of secrecy as required by the client. 6. Cross/ up sale for growing retail business The above list only indicative and not exhaustive.

S. No.	Position	Grade	No. of Positions	Location	Max. Age (in Years)	Minimum Qualification	Minimum Experience (in Years)	Preferred Experience (Quality &/Year)	Job Description
5	Co-ord. (Ticketing & Airline Contracting)	FTO-1	1 (one)	Mumbai	30	Bachelor's Degree (10+2+3)	Freshers can apply.	Candidates with prior experience of ticketing in travel companies will be preferred.	<p>The incumbent will be responsible for the following:-</p> <ol style="list-style-type: none"> 1. Booking and issuance of Domestic & International Tickets for Group Tours and FITs 2. To offer best competitive fare so as to keep retain the margins in the costings. 3. Acquire quotes from airlines for various tour dates, negotiate and contract with airlines that offer the best profitable price, reasonable flight timings and good service 4. Negotiate with airlines for special fares during the year, flexibility in payment options, minimum deposit and lenient cancellation policy 5. Work on itineraries and fares and obtain confirmation from clients. 6. Itinerary preparation, fare construction, issuance, reissuance and delivery of tickets to the clients 7. Obtain confirmation of availability of seats from Airline. 8. Cancellations, issuance of refunds and monitoring of the same 9. Generation/submission of bills to the clients 10. Preparation of liability payment documents for airlines. 11. Ensure prompt & fault free services to the customers. 12. To minimize customer complaints. 13. Maintain rapport with the various airlines by making an effort to interact with the representatives <p>The above list is indicative and not exhaustive</p>

Note:

1. The cut-off date for experience & maximum age is 05 August 2022. All candidates who are eligible as on the cut-off date may apply.

COMPENSATION

Selected candidates will be placed on a three year fixed term contract. Compensation will be linked to qualification and experience and shall be as per the industry standards.

HOW TO APPLY

1. Pls. apply through the e-recruitment portal <https://www.balmerlawrie.com/pages/currentopening> . To apply through the portal you need to first register. You can register using the following link:
https://careers.balmerlawrie.com/sap/bc/webdynpro/sap/hrrcf_a_candidate_registration?sap-client=100#
2. After creation of your profile, pls. ensure that you apply against the appropriate position by going to the "Employment Opportunities" tab. The link for the same is https://careers.balmerlawrie.com/sap/bc/webdynpro/sap/hrrcf_a_startpage_ext_cand?sap-client=100#
3. Only creation of profile does not ensure consideration of your candidature for a job.
4. In case of any difficulty, please send your feedback by clicking on the "Feedback" link.
5. Online submission of application is permitted on the website <http://www.balmerlawrie.com/pages/currentopening> between 0000 hours on **06 July 2022** till 2359 hours on **05 August 2022**.
6. Please read The Other General Conditions before applying for the positions.

Other General Terms & Conditions:

1. Before applying for the post, candidates should ensure that he/she fulfills the MINIMUM ELIGIBILITY and other criteria mentioned in this advertisement. BALMER LAWRIE & CO. LTD. being the Appointing Authority would be free to reject any application at any stage of the recruitment process, if the candidate is found ineligible for the post for which he/she has applied. No correspondence shall be entertained in this regard.

2. Incomplete applications received after the due date ARE LIABLE FOR BEING REJECTED SUMMARILY.
3. Request for change of Mailing address / Email / category / posts as mentioned in the application will not be entertained.
4. All the details given in the online application form will be treated as final and no changes will be entertained.
5. The prescribed qualification / experience are the minimum and mere possession of the same does not entitle a candidate for shortlisting and or final selection. Candidates will be shortlisted based on the relevance and quality of experience vis-à-vis the requirements of the advertised role. The Company's decision shall be final in this regard.
6. The job description mentioned is only indicative. It may change based on the requirement of the Company and discretion of the management.
7. Only short-listed candidates who are found prima facie eligible based on the details given in the application form will be called for the written test and / or personal interview as the case may be.
8. Candidature of the candidate is liable to be rejected at any stage of the recruitment process or after recruitment or joining, if any information provided by the candidate is found to be misleading or is not found in conformity with eligibility criteria mentioned in the advertisement.
9. The Company reserves the right to fill or not to fill all or any of the advertised positions without assigning any reason whatsoever.
10. The Company reserves the right to shortlist candidates depending upon the number of vacancies and application received, etc., and also to decide the modalities for recruitment whether through Interview / Written Test/ Group Discussion or all of these and the venue/schedule thereof.
11. The Company reserves the right to offer the position in appropriate lower Grade & Salary.
12. Any canvassing directly or indirectly by the applicant will disqualify his/her candidature.
13. The Candidates should correctly enter the Start Date & End Date in DD.MM.YYYY FORMAT for work experience details as the same shall be reckoned for checking eligibility against relevant Experience. If any data not entered or incorrectly entered, the application shall be rejected without any correspondence with the candidate.
14. Any canvassing directly or indirectly by the applicant will disqualify his/her candidature. Any dispute with regard to recruitment against this advertisement will be settled within the jurisdiction of appropriate Court only.
15. The applicant must provide his/her correct and updated email id & mobile number. Please note that the intimation for interview, if shortlisted, will be sent through email only. Balmer Lawrie shall not be responsible for any loss of email/communication letter sent, due to invalid/wrong email id/wrong postal address/postal delays/loss in transit etc. No request in this regard will be entertained.
16. The number of vacancies is indicative. The Company reserves the right to increase or decrease the number of vacancies purely on need basis at any point of time during recruitment process.
17. The Company reserves the right to fill or not to fill all or any of the advertised positions without assigning any reason whatsoever.
18. In case it is found at any stage that the candidate is not meeting the requirements as laid down in the advertisement, his/her candidature may be cancelled.
19. At any stage of this recruitment process including after recruitment or joining, in case it is found that the candidate has indulged in any of the following or similar activity, the said applicant shall be liable to be disqualified, prosecuted and debarred for all appointments in BALMER LAWRIE & CO LTD and his/her application / appointment shall be rejected with no reimbursement of travel fare or in case of detection after appointment, his/ her services will be summarily terminated:
 - a. Has submitted misleading information or false documents
 - b. Has suppressed any relevant material fact(s)
 - c. Has submitted information not in conformity with the eligibility criteria mentioned in the advertisement
 - d. Has resorted to unfair means during the Written Test /Recruitment process
 - e. Is found guilty of impersonation
 - f. Has created disturbance affecting the smooth conduct of the Selection Process at the centre/ venue for the process selected by the Company or at any other stage
 - g. Has uploaded non-human or irrelevant photograph.

BALMER LAWRIE & CO LTD shall not entertain any correspondence from such candidates.

20. The Location/ Place of posting mentioned are indicative, selected candidate shall be required to work in any location in India or outside the Country including assignments to Company's Joint Ventures/ Associates.
21. Outstation candidates called for interview will be reimbursed travel expenses as per the rules of the Company.
22. Any communication as regards extension of last date of application shall be published on the Company's website only.
23. Any information or communication with regard to the advertisement related to the position or changes in the minimum requirements, terms & conditions, extension of last date of application, cancellation of the advertisement etc. shall be published on the Company's website only. So, the candidates must check the Company's website for updated details.
24. The application process will be closed at 11:59 pm on the last date for submission of applications.
25. No Correspondence shall be entertained by the Company with regard to recruitment.
26. Please note that no applications sent directly over email or telephone will be entertained. Interested applicants have to necessarily apply online on our website for the position. APPLICATIONS NOT RECEIVED THROUGH OUR WEBSITE SHALL NOT BE CONSIDERED.
27. Any query with regard to the application process may be sought by putting feedback in the <http://balmerlawrie.com/feedback> link.
28. The court of jurisdiction for any dispute will be at Kolkata.
