



Job Vacancy

Date:-Tuesday, July 23, 2024

EplusApp (Digital solutions Provider)
EplusApp emerged in 2012, driven by Banchayehu Desalegn Amsayaw's visionary leadership and passion for leveraging technology to tackle urban challenges. The company's genesis was rooted in the recognition of the increasing complexities faced by cities, from transportation inefficiencies to environmental concerns and the need for smarter infrastructure.

Travel Services Division

Level 1	Level 2	Level 3	Level 4
Travel Services Division	Travel Operations Manager (Peep Navigator)	Ticketing Specialists (Ticket Wizards)	
	Ticket Management Coordinator (Ticket Maestro)	Travel Experience Architect (Journey Master)	
		Destination Guru (Explorer Guide)	
		Logistics Coordinator (Travel Logistics Specialist)	
	Travel Advisor (Travel Consultant Extraordinaire)	Culture Connoisseur (Local Insight Specialist)	
		Language Liaison (Global Communication)	
		Support Agents (Travel Assistants)	
		Technical Support Specialist (Digital Experience Engineer)	

Job Vacancy Announcement

EplusApp (Digital solutions Provider)

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Travel Services Division of Peep Travel Agent (Digital Services Provider)

The Travel Services Division powered by EplusApp is the vital part in the company to provide digital services, responsible for managing and overseeing all travel-related operations. This division ensures that EplusApp travel services, including the Peep Travel Agent services, operate smoothly and efficiently, providing exceptional experiences for customers.

Positions Available:

- Travel Operations Manager (Peep Navigator); Qty=>2
- Ticket Management Coordinator (Ticket Maestro); Qty=>1
- Travel Advisor (Travel Consultant Extraordinaire); Qty=>1

Announcement Date: Tuesday, July 23, 2024





Application Deadline: Saturday, July 27, 2024

Application Process:

- **Submission:** Interested candidates should submit their resumes and cover letters to [email@example.com] by the deadline.
- **Review Period:** Applications will be reviewed immediately upon receipt.
- **Test Date:** Sunday, July 28, 2024
- **Interview Date:** Monday, July 29, 2024

Position Details:

1. Travel Operations Manager (Peep Navigator)

Responsibilities:

- Oversee the daily operations of the travel services division.
- Ensure smooth coordination between various stakeholders including bus operators, fleet managers, and station admins.
- Implement and monitor operational strategies to enhance service efficiency.

Qualifications:

- Bachelor's degree in Business Management, Travel & Tourism, or a related field.
- Minimum of 5 years experience in travel operations management.
- Strong leadership and organizational skills.

2. Ticket Management Coordinator (Ticket Maestro)

Responsibilities:

- Manage ticket sales operations, including online and offline channels.
- Coordinate with bus operators and station staff to ensure accurate and timely ticket issuance.
- Handle customer inquiries and resolve ticket-related issues.

Qualifications:

- Bachelor's degree in Marketing, Business Administration, or a related field.
- Minimum of 3 years experience in ticket management or sales coordination.
- Excellent communication and customer service skills.

3. Travel Advisor (Travel Consultant Extraordinaire)

Responsibilities:

- Provide travel advice and assistance to customers.
- Assist in booking travel arrangements and ensuring customer satisfaction.
- Stay updated on travel trends and offer personalized travel solutions.

Qualifications:

- Bachelor's degree in Travel & Tourism, Hospitality Management, or a related field.
- Minimum of 2 years experience as a travel advisor or consultant.
- Strong knowledge of travel products and services.

Test and Interview Schedule:

Date	Activity	Time	Location
Sun, July 28, 2024	Written Test	9:00 AM	Peep Travel Agent Office@BahirDar Gojam Ber(ኣዲስ) Bus Station
Mo, July 29, 2024	Interviews for All Positions	9:00 AM	Peep Travel Agent Office@BahirDar Gojam Ber(ኣዲስ) Bus Station

How to Apply: Please send your resume and cover letter to peep.et with the subject line "Application for [Position Name] - [Your Name]". Only shortlisted candidates will be contacted for the test and interview.

Contact Information: For further inquiries, please contact our HR department at [phone number] or [email@example.com].

Note: Ensure all details are accurate and adjusted to reflect the current dates and contact information. This job vacancy announcement should be posted on the notice board and relevant job portals for maximum reach.





Job Vacancy Announcements

By EplusApp (Digital solutions Provider)

EplusApp emerged in 2012, driven by Banchayehu Desalegn's visionary leadership and passion for leveraging technology to tackle urban challenges. The company's genesis was rooted in the recognition of the increasing complexities faced by cities, from transportation inefficiencies to environmental concerns and the need for smarter infrastructure.

Travel Services Division of Peep Travel Agent (Digital Services Provider)

The Travel Services Division powered by EplusApp is the vital part in the company to provide digital services, responsible for managing and overseeing all travel-related operations. This division ensures that EplusApp travel services, including the Peep Travel Agent services, operate smoothly and efficiently, providing exceptional experiences for customers.

Positions Available:

1. Ticketing Specialists (Ticket Wizards); Qty=>44
2. Travel Experience Architect (Journey Master); Qty=>3
3. Destination Guru (Explorer Guide); Qty=>18
4. Culture Connoisseur (Local Insight Specialist); Qty=>8
5. Language Liaison (Global Communication Specialist); Qty=>3
6. Support Agents (Travel Assistants); Qty=>50
7. Technical Support Specialist (Digital Experience Engineer); Qty=>8





Job Vacancy Announcement for:

1. Ticketing Specialist (Ticket Wizard)

Position: Ticketing Specialist (Ticket Wizard)

Location: Peep Travel Agent Office@BahirDar Gojam Ber(አዲስ) Bus Station

Department: Travel Services Division

Reports to: Travel Operations Manager (Peep Navigator)

Job Description:

We are seeking enthusiastic and detail-oriented Ticketing Specialists to manage and coordinate ticket reservations and bookings. The ideal candidate will possess a strong understanding of ticketing systems, exceptional customer service skills, and the ability to handle high-pressure situations effectively. Experience with virtual game operations will be considered an asset.

Key Responsibilities:

- Manage and process ticket reservations and bookings.
- Assist customers with inquiries and resolve issues related to ticketing.
- Ensure accurate and efficient ticketing operations.
- Maintain and update ticketing records and databases.
- Collaborate with virtual game operations teams to streamline ticketing processes for gaming events.
- Support the integration of ticketing systems with virtual game platforms to enhance user experience.

Qualifications:

- Experience in ticketing or a related field.
- Proficiency in ticketing software and systems (such as Amadeus, Sabre, or similar platforms).
- Strong communication and organizational skills.
- Ability to work in a fast-paced environment.
- Experience in virtual game operations, including familiarity with online ticketing and booking systems for gaming events, is a plus.
- Technical proficiency with virtual game platforms and an understanding of gaming industry standards and practices are highly desirable.

Application Deadline: Date:- Monday, 29 July 2024

Salary: Negotiable based on experience and qualifications

To Apply: Please submit your resume and a cover letter detailing your relevant experience and qualifications to [application email address]





Job Vacancy Announcement for:

2. Travel Experience Architect (Journey Master)

Position: Travel Experience Architect (Journey Master)

Location: Peep Travel Agent Office@BahirDar Gojam Ber(አዲስ) Bus Station

Department: Travel Services Division

Reports to: Ticket Management Coordinator (Ticket Maestro)

Job Description:

We are looking for a creative and experienced Travel Experience Architect to design and enhance travel experiences for our clients. The successful candidate will focus on creating memorable and seamless travel journeys that exceed client expectations.

Key Responsibilities:

- Design and develop travel itineraries and experiences.
- Collaborate with clients to understand their travel preferences and needs.
- Ensure a high level of customer satisfaction through tailored travel solutions.
- Monitor and improve the quality of travel experiences.

Qualifications:

- Proven experience in travel planning or experience design.
- Excellent understanding of customer needs and preferences.
- Strong problem-solving skills and attention to detail.
- Creative thinking and innovation in travel experience design.

Application Deadline: Date:- Monday, 29 July 2024

Salary: Negotiable based on experience and qualifications

To Apply: Please submit your resume and a cover letter detailing your relevant experience and qualifications to [application email address].





Job Vacancy Announcement for:

3. Destination Guru (Explorer Guide)

Position: Destination Guru (Explorer Guide)

Location: Peep Travel Agent Office@BahirDar Gojam Ber(አዲስ) Bus Station

Department: Travel Services Division

Reports to: Ticket Management Coordinator (Ticket Maestro)

Job Description:

We are seeking a knowledgeable and passionate Destination Guru to provide expert guidance and information about travel destinations. This role involves researching destinations, creating travel recommendations, and helping clients make informed travel decisions.

Key Responsibilities:

- Research and provide detailed information about travel destinations.
- Offer personalized travel advice based on client interests.
- Develop and update destination content and resources.
- Assist clients with destination-specific queries and recommendations.

Qualifications:

- In-depth knowledge of various travel destinations.
- Strong research and analytical skills.
- Excellent communication and presentation abilities.
- Passion for travel and helping clients explore new destinations.

Application Deadline: Date:- Monday, 29 July 2024

Salary: Negotiable based on experience and qualifications

To Apply: Please submit your resume and a cover letter detailing your relevant experience and qualifications to [application email address].





Job Vacancy Announcement for:

4. Logistics Coordinator (Travel Logistics Specialist)

Position: Logistics Coordinator (Travel Logistics Specialist)

Location: Peep Travel Agent Office@BahirDar Gojam Ber(አዲስ) Bus Station

Department: Travel Services Division

Reports to: Ticket Management Coordinator (Ticket Maestro)

Job Description:

We are in search of an efficient and organized Logistics Coordinator to manage travel logistics and ensure smooth operations. The role involves coordinating transportation, accommodations, and other travel-related arrangements to deliver an exceptional travel experience.

Key Responsibilities:

- Coordinate and manage travel logistics for clients and groups.
- Ensure timely and accurate transportation and accommodation arrangements.
- Resolve logistical issues and provide solutions.
- Maintain detailed records of travel arrangements and schedules.

Qualifications:

- Experience in travel logistics or operations.
- Strong organizational and multitasking skills.
- Ability to handle complex logistical challenges.
- Proficiency in travel management systems and tools.

Application Deadline: Date:- Monday, 29 July 2024

Salary: Negotiable based on experience and qualifications

To Apply: Please submit your resume and a cover letter detailing your relevant experience and qualifications to [application email address].





Job Vacancy Announcement for:

5. Culture Connoisseur (Local Insight Specialist)

Position: Culture Connoisseur (Local Insight Specialist)

Location: Peep Travel Agent Office@BahirDar Gojam Ber(አዲስ) Bus Station

Department: Travel Services Division

Reports to: Ticket Management Coordinator (Ticket Maestro)

Job Description:

We are seeking a Culture Connoisseur with a deep understanding of local cultures to provide valuable insights and enhance the travel experience. This role involves sharing cultural knowledge, offering recommendations, and helping clients appreciate the local customs and traditions.

Key Responsibilities:

- Provide expert knowledge on local cultures and traditions.
- Offer cultural insights and recommendations to enhance the travel experience.
- Assist clients in understanding and respecting local customs.
- Develop and maintain cultural content for travel resources.

Qualifications:

- Strong knowledge of various cultures and traditions.
- Excellent communication and interpersonal skills.
- Ability to convey cultural insights effectively.
- Passion for promoting cultural understanding and appreciation.

Application Deadline: Date:- Monday, 29 July 2024

Salary: Negotiable based on experience and qualifications

To Apply: Please submit your resume and a cover letter detailing your relevant experience and qualifications to [application email address].





Job Vacancy Announcement for:

6. Language Liaison (Global Communication Specialist)

Position: Language Liaison (Global Communication Specialist)

Location: Peep Travel Agent Office@BahirDar Gojam Ber(አዲስ) Bus Station

Department: Travel Services Division

Reports to: Ticket Management Coordinator (Ticket Maestro)

Job Description:

We are looking for a skilled Language Liaison to facilitate effective communication between our clients and service providers across different languages. This role involves translating and interpreting information to ensure clear and accurate communication.

Key Responsibilities:

- Provide translation and interpretation services for clients and team members.
- Assist in the development of multilingual travel resources and materials.
- Ensure clear and accurate communication in all language interactions.
- Address language-related issues and resolve misunderstandings.

Qualifications:

- Proficiency in multiple languages (specify languages required).
- Strong translation and interpretation skills.
- Excellent communication and interpersonal abilities.
- Experience in a language liaison or similar role.

Application Deadline: Date:- Monday, 29 July 2024

Salary: Negotiable based on experience and qualifications

To Apply: Please submit your resume and a cover letter detailing your relevant experience and qualifications to [application email address].





Job Vacancy Announcement for:

7. Support Agents (Travel Assistants)

Position: Support Agents (Travel Assistants)

Location: Peep Travel Agent Office@BahirDar Gojam Ber(አዲስ) Bus Station

Department: Travel Services Division

Reports to: Travel Operations Manager (Peep Navigator)

Job Description:

We are seeking dedicated and customer-focused Support Agents to assist travelers with various needs and inquiries. This role involves providing support before, during, and after travel to ensure a smooth and enjoyable experience for our clients. Previous experience with BahirDar Gojam Ber Bus Station, as well as roles such as Weyala and Driver Assistant, will be considered an asset.

Key Responsibilities:

- Assist travelers with inquiries, bookings, and issues.
- Provide information and support related to travel arrangements.
- Handle customer service requests and resolve problems effectively.
- Maintain accurate records of traveler interactions and support provided.
- Collaborate with travel operations and bus station teams to address and resolve travel-related issues.
- Support the coordination of travel schedules and logistics to ensure a seamless travel experience for clients.

Qualifications:

- Experience in customer service or travel support.
- Previous experience with BahirDar Gojam Ber Bus Station, including roles such as Weyala and Driver Assistant, is a plus.
- Strong problem-solving and communication skills.
- Ability to handle multiple tasks and work under pressure.
- Knowledge of travel industry practices and systems.
- Familiarity with bus station operations and travel logistics is advantageous.

Application Deadline: Date:- Monday, 29 July 2024

Salary: Negotiable based on experience and qualifications

To Apply: Please submit your resume and a cover letter detailing relevant experience and qualifications to [application email address]

