



Balmer Lawrie & Co. Ltd.

[A Government of India Enterprise]

NEEDS PROFESSIONALS

in

SBU: TRAVEL & VACATIONS

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

Date: 02nd November 2022

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 Travel & Vacations Verticals 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 (Sales)	FTE-3	1 (one)	Kolkata	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 prior sales experience in the travel industry shall be preferred.	The incumbent shall be responsible for the following: - <ul style="list-style-type: none">Develop business and marketing strategies for increasing sales of customized holidaysDefine sales target and ensure that they are achievedEnsure that service levels are met as per company standardsManage relationship with partners, suppliers, DMCs, tourism boards etc.Ensure compliance in all aspects of travel processes 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
2	Assistant Manager (Operations & Contracting)	FTE-1	1 (one)	Mumbai	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 operations in the travel industry shall be preferred.	The incumbent shall be responsible for:- <ul style="list-style-type: none"> Responsible to manage operation of all third party products & services such as all online portals such as GTA, Cosmos Glo bus, Cruise Liners, Rezlive etc. Coordinating with service providers for the various products Negotiating contracts with service providers Liaising with the Sales teams to drive Sales Tie-ups with the service providers for Joint promotions Maintaining records of bookings & payments Maintaining feedback for the products Market Analysis The above list is only indicative and not exhaustive.
3	Assistant Manager (Branch Operations - Client Servicing)	FTE-1	1 (one)	Mumbai	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 prior experience of GIT/FIT Operations in a Holidays company shall be preferred.	The incumbent will be responsible for the following:- <ul style="list-style-type: none"> Day to day Operational supervising of GIT / Ad Hoc tours Itinerary Planning Pricing Following an enquiry from quote through to booking Monitoring all the communication of the team with the customers (sales staff and DMC's) Enhance profitability and optimize revenues Airline Reservations within timelines & budget Ensuring proper execution of the tours and co-ordinate with regards to operational issues to ensure seamless travel experience The above list is only indicative and not exhaustive
4	Assistant Manager (Operations)	FTE-1	1 (one)	Chennai	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 prior experience of GIT/FIT Operations in a Holidays company shall be preferred.	The incumbent will be responsible for the following:- <ul style="list-style-type: none"> Day to day Operational supervising of GIT / Ad Hoc tours Itinerary Planning Pricing Following an enquiry from quote through to booking Monitoring all the communication of the team with the customers (sales staff and DMC's) Enhance profitability and optimize revenues Airline Reservations within timelines & budget Ensuring proper execution of the tours and co-ordinate with regards to operational issues to ensure seamless travel experience 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
5	Assistant Manager (Retail Sales)	FTE-1	1 (one)	Hyderabad	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:- <ul style="list-style-type: none"> Qualifying leads from digital campaigns, conferences, references, tradeshows, etc. Interaction with Government/PSU/Private Clients Developing quotes and proposals Attending conferences, meetings and industry events & Interaction with Government/PSU/Private Clients Building and maintaining business relationship with current and potential clients and all related associates To be abreast with the latest happenings in the MICE business segment Issuing operational documents including billing & Prepare MIS reports The above list is only indicative and not exhaustive.
6	Assistant Manager (Sales)	FTE-1	4 (Four)	1 Position in Mumbai, 2 Positions in Bengaluru, 1 Position in Ahmedabad	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 shall be responsible for the following: - <ul style="list-style-type: none"> Qualifying leads from digital campaigns, conferences, references, tradeshows, etc. Interaction with Government/PSU/Private Clients Developing quotes and proposals Attending conferences, meetings, and industry events & Interaction with Government/PSU/Private Clients Building and maintaining business relationship with current and potential clients and all related associates To be abreast with the latest happenings in the MICE business segment Issuing operational documents including billing & Prepare MIS Reports The above list is 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
7	Officer (Operations - Europe)	FTO-2	1 (one)	Chennai	30	Bachelor's Degree (10+2+3)	2 years	Candidates with prior experience of planning, developing and executing itineraries and operations etc. in the Holidays/Hospitality sector shall be preferred.	<p>The incumbent will be responsible for the following:-</p> <ul style="list-style-type: none"> • Day to day Operational supervising of GIT / Ad Hoc tours • Itinerary Planning • Pricing • Ensuring proper execution of the tours and co-ordinate with regards to operational issues to ensure seamless travel experience • Following an enquiry from quote through to booking • Enhance profitability and optimize revenues • Airline Reservations within timelines & budget • Ensuring all cancellation deadlines are adhered to and checking all the documents handed over to the clients • Maintain / update records of booked / cancelled passengers • Liaising with DMC's, Sales Team & Ticketing Team & Monitoring all the communication • Preparing correct lerm and expense sheet for the tour managers and checking all the documents handed over to the tour managers • Co-ordinating on a daily basis with tour managers while on tour in regard to operational issues • Adherence of Operational Procedures • Market Research & Analysis • Monitoring the working of the team and ensuring timely and accurate solutions are given to the sales team in order to close sales • Ensuring accurate remittances are made to overseas suppliers on time • Preparing comparison charts with competition products and handing over the same to the sales team • Mentoring, training, developing teammates for career progression and learning • Analysing the team performance and guiding them to improve their efficiency <p>The above list is only indicative and exhaustive.</p>

S. No.	Position	Grade	No. of Positions	Location	Max. Age (in Years)	Minimum Qualification	Minimum Experience (in Years)	Preferred Experience (Quality &/Year)	Job Description
8	Officer (VISA)	FTO-2	5 (Five)	1 each in Mumbai, Chennai, Delhi, Hyderabad and Kolkata	30	Bachelor's Degree (10+2+3)	2 years	Candidates with prior experience of VISA processing, documentation, etc. in the Holidays/ Hospitality sector shall be preferred.	<p>The incumbent shall be responsible for the following:-</p> <ul style="list-style-type: none"> To ensure 100% of booked passengers travelling on the booked departure date with timely & correct VISA issued To ensure timely immediate and accurate updates of the visa requirements, visa fees, VISA forms are emailed to passengers /sales staff To ensure development of rapport with the consulates / VFS wherever possible To ensure all invoices/payments/outstanding are cleared daily basis To update & maintain the daily VISA tracking sheet <p>The above list is only indicative and not exhaustive.</p>
9	Officer (Sales)	FTO-2	4 (Four)	3 positions in Delhi and 1 position in Hyderabad	30	Bachelor's Degree (10+2+3)	2 years	Candidates with prior experience of sales in the Holidays/ Hospitality/ Tourism sector shall be preferred.	<p>The incumbent will be responsible for the following: -</p> <ul style="list-style-type: none"> End to end customer management - Act as face of the Company to our retail customers and create WOW customer experience Meets both Revenue Target & Contribution target assigned to him/ her from Direct clients Customer service skills - conversion of queries & accuracy in quotes Complying with all extant policies / norms of the company / applicable statutory regulations Timely completion of all travel formalities of all the booked clients and in-time collection of the payments whereby ensuring complaint free service to the customers Track activities of competition in his/ her area of control and proactively initiate counter measures to retain or better market performance Help subordinates to be more self-reliable, efficient, disciplined and motivated for their development. Ensure training of staff at regular intervals to ensure that they are competent with product knowledge & selling skills <p>The above list is only indicative and not exhaustive.</p>

S. No.	Position	Grade	No. of Positions	Location	Max. Age (in Years)	Minimum Qualification	Minimum Experience (in Years)	Preferred Experience (Quality &/Year)	Job Description
10	Customer Service Officer	FTO-1	1 (One)	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.	<p>The incumbent shall be responsible for the following:-</p> <ul style="list-style-type: none"> Close co-ordination with all travellers for end to end travel arrangements that includes even insurance. Enhance the Customer Journey whilst in destination, in airports and hotels ensuring 24x7 services. Build strong relationships and rapport with our agents and third party suppliers. 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. Enhance the customer's business travel experience. Maintain high level of secrecy as required by the client. Cross/ up sale for growing retail business. <p>The above list is only indicative and exhaustive.</p>
11	Junior Officer (Commercial)	FTO-1	1 (One)	Delhi	30	Bachelor's Degree (10+2+3) <i>Preferred Qualification:- Graduates in Commerce (B.Com.) shall be preferred.</i>	Freshers can apply.	Candidates with experience in the Billing and/or Accounting function preferably in Travel Companies shall be preferred.	<p>The incumbent shall be responsible for the following: -</p> <ol style="list-style-type: none"> BSP reconciliation LCC reconciliation Handling audit Coordination with Vendors/Suppliers (for eg. Hotels & Transporters) Vendors (Hotels & Transports) bills management Participate in all business-related tenders Submission of competitive rates for getting the tender <p>The above list is only indicative and not exhaustive.</p>
12	Junior Officer (Domestic Operations)	FTO-1	1 (One)	Mumbai	30	Bachelor's Degree (10+2+3)	Freshers can apply.	Candidates with prior experience of operations, planning and executing Holidays for customers within India and having worked in the Holidays/ Hospitality sector shall be Preferred.	<p>The incumbent shall be responsible for the following:-</p> <ul style="list-style-type: none"> Day to day operations of tours Itinerary Planning Maintain / update records of booked / cancelled passengers Liaising with DMC's, Sales Team & Ticketing Team Adherence of Operational Procedures Market Research & Analysis Enhance profitability and optimize revenues Ensuring proper execution of the tours and co-ordinate with regards to operational issues to ensure seamless travel experience <p>The above list is only indicative and not exhaustive</p>

S. No.	Position	Grade	No. of Positions	Location	Max. Age (in Years)	Minimum Qualification	Minimum Experience (in Years)	Preferred Experience (Quality &/Year)	Job Description
13	Junior Officer (Travel)	FTO-1	5 (Five)	(1 each in Kolkata, Nazira, Bengaluru, Kakinada and Trivandrum)	30	Bachelor's Degree (10+2+3) <i>Preferred Qualification:</i> <i>Candidates who have completed Bachelor's Degree (10+2+3) along with Diploma/Certification in ticketing will be preferred.</i>	Freshers can apply.	Candidates with relevant experience in Domestic and/or International ticketing will be preferred.	The incumbent will be responsible for the following: - 1. Providing support in carrying out day today travel operations including a. Itinerary preparation b. Fare construction c. Making reservations d. Issuance/delivery of tickets to the clients e. Generation/submission of bills to the clients f. Provide fault-free services to the customers The above list is only indicative and not exhaustive.

Note:

1. The cut-off date for experience & maximum age is 16 November 2022. All candidates who are eligible as on the cut-off date may apply.
2. The no. of vacancies are only indicative. Panel may be drawn from the recruitment process to fill drop-out or future vacancies.

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 **02 November 2022** till 2359 hours on **16 November 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. Presidential Directives regarding Reservation on SC/ST/OBC/PwBD will be applicable which would include:
 - Upper age limit is relaxable by 5 years for SC/ST candidates and 3 years for Other Backward Classes (OBC) - Non-Creamy layer (NCL) candidates.
 - The Caste/Tribe/Community certificate issued by the following authorities in the prescribed form for SCs/STs and for OBCs as per format available on the Company website will only be accepted as proof in support of a candidate's claim as belonging to the Scheduled Caste or the Scheduled Tribe or the Other Backward Class. Certificates received in any other format shall not be considered for availing reservation benefits.
 - (i) District Magistrate/Additional District Magistrate/Collector /Deputy Commissioner/Additional Deputy Commissioner/ Deputy Collector/1st Class Stipendiary Magistrate/Sub Divisional Magistrate/Taluka Magistrate / Executive Magistrate / Extra Assistant Commissioner.
 - (ii) Chief Presidency Magistrate/ Additional Chief Presidency Magistrate/Presidency Magistrate;
 - (iii) Revenue Officer not below the rank of Tehsildar; and
 - (iv) Sub-Divisional Officer of the area where the candidate and/or his family normally resides.
 - The reserved category candidates are required to produce the original caste/ PwBD certificate/s in prescribed format as given in our website or of Government of India, issued by the competent authority at the time of interview, in support of their claim. In addition, the OBC-NCL (OBC-Non-Creamy layer) candidates will be required to submit a valid caste certificate in the prescribed format as given in our web site as applicable for purpose of reservation in appointment to posts under Government of India/Central Government Public Sector Undertaking as contained in DOPT Memo No. 36036/2/2013- Estt. (Res.) dated 30-05-2014 from a competent authority issued in the year of advertisement. Further the OBC-NCL candidates will have to give a self-undertaking, at the time of Personal Interviews if called for, indicating that they belong to OBC-Non-Creamy Layer.
 - If the SC/ST/OBC-NCL/PwBD/EWS certificate has been issued in a language other than English, the candidates will be required to submit a self-certified translated copy of the same in English.
 - Reservation & Relaxation for Persons with Benchmark Disabilities as per Govt. rules shall be applicable.
 - The Upper age limit for Persons with Benchmark Disabilities (PwBD) candidates is relaxable by 10 years (15 years for SCs/ STs & 13 years for OBC [NCL]). Persons with 40% or more Disability shall be eligible for relaxation. The PwBD candidates must possess a Certificate to this effect issued by the Board/ countersigned by the Medical Superintendent/ Chief Medical Officer/ Head of Hospital of Government as per the format available on the Company website. Certificates received in any other format shall not be considered for availing reservation benefits. Necessary assistance for access, seating and scribe/reader in terms of Govt. guidelines shall be provided to

PwBD candidates during the selection process. However, to avail this facility, separate specific communication to this effect must be sent in the <http://balmerlawrie.com/feedback> within 7 days of submission of application.

- **Reservation of posts for SC, ST and OBC (Non-Creamy Layer) & Economically Weaker Sections (EWS) will be as per Govt. Guidelines.**
 - Upper age limit is relaxable for Ex-Servicemen [ES] as per extant applicable rules issued by the Competent Authority.
 - Candidates from SC/ST/OBC (Non-Creamy Layer)/ PwBD/ EWS category must mention their caste/disability details correctly in the application form and upload their self-attested Caste/ Tribe/ Community/Disability/Income & Asset Certificate at relevant portion in the Application Form. **In case the candidate does not upload the self-attested certificate in the correct format as detailed above, such candidates shall be treated as belonging to General Category and no reservation benefits shall be extended to such candidates.**
 - The candidate's fixed term engagement shall remain provisional till such time as the Caste/ Tribe/ Class (NCL / EWS) certificates and other testimonials are verified and certified by appropriate authority as genuine. The candidate's engagement shall be liable to be terminated forthwith without assigning any reason in case the above verification reveals that his/her claim for belonging to SC/ST/OBC [NCL]/PwBD/ EWS/ ES category and other testimonials, if any, is found false. BALMER LAWRIE & CO LTD also reserves the right to take such further action against the candidate, as it may deem proper, for production of such false caste / class certificate.
19. 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.
20. 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.
21. 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.
22. Outstation candidates called for interview will be reimbursed travel expenses as per the rules of the Company.
23. Any communication as regards extension of last date of application shall be published on the Company's website only.
24. 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.
25. The application process will be closed at 11:59 pm on the last date for submission of applications.
26. Candidates are advised to complete the application process within official working hours i.e. 18:00 hours on the last date of receipt of applications (as notified in this advertisement) as technical support may not be available after 18:00 Hours. No request for consideration of application/ candidature shall be entertained by the Company in case a candidate is unable to complete application process due to a technical issue after 23:59 hours on the last date of receipt of applications.
27. No Correspondence shall be entertained by the Company with regard to recruitment.
28. 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.
29. Any query with regard to the application process may be sought by putting feedback in the <http://balmerlawrie.com/feedback> link.
30. The court of jurisdiction for any dispute will be at Kolkata.
