

**DISCLAIMER**

At AISATS, we recognize the importance of a culture that is imbued with Meritocracy, Integrity and Transparency. As such, we strongly value and practice a merit based recruitment process.

AISATS **DOES NOT** charge or accept any cash / gifts from job seekers during our interview or selection process.

In the event, you are approached or solicited by any party to make payment in order to secure a job/interview with AISATS, you are advised to report the matter to the police or inform our Vigilance hotline at – **080-66783411**.

Anyone dealing with such individual / agency / employment portal will be doing so at his/her own risk and the company will not be held responsible for such loss or damage suffered directly or indirectly.

**ಹಕ್ಕು ನಿರಾಕರಣೆ ಸೂಚನೆ**

AISATS ನಲ್ಲಿ, ಅರ್ಹತೆ, ಸಮಗ್ರತೆ ಮತ್ತು ಪಾರದರ್ಶಕತೆಗಳಿಂದ ತುಂಬಿರುವ ಸಂಸ್ಕೃತಿಯ ಮಹತ್ವವನ್ನು ನಾವು ಗುರುತಿಸುತ್ತೇವೆ. ಹಾಗಾಗಿ, ನಾವು ಅರ್ಹತೆಯನ್ನು ಆಧರಿಸಿದ ನೇಮಕಾತಿ ಪ್ರಕ್ರಿಯೆಯನ್ನು ಬಲವಾಗಿ ಮೌಲ್ಯೀಕರಿಸುತ್ತೇವೆ ಮತ್ತು ಅಭ್ಯಾಸ ಮಾಡುತ್ತೇವೆ.

ನಮ್ಮ ಸಂದರ್ಶನ ಅಥವಾ ಆಯ್ಕೆಯ ಪ್ರಕ್ರಿಯೆಯಲ್ಲಿ AISATS ಯಾವುದೇ ಹಣವನ್ನು / ಉಡುಗೊರೆಗಳನ್ನು ಉದ್ಯೋಗ ಹುಡುಕುವವರಿಂದ ಶುಲ್ಕ ವಿಧಿಸುವುದಿಲ್ಲ ಅಥವಾ ಸ್ವೀಕರಿಸುವುದಿಲ್ಲ.

AISATS ನೊಂದಿಗೆ ಕೆಲಸ / ಸಂದರ್ಶನವನ್ನು ಪಡೆಯಲು ನೀವು ಹಣವನ್ನು ಪಾವತಿಸಲು ಯಾವುದೇ ವ್ಯಕ್ತಿ, ನಿಮ್ಮನ್ನು ಸಂಪರ್ಕಿಸಬಹುದು ಅಥವಾ ಕೇಳಿಕೊಳ್ಳಬಹುದು, ಈ ವಿಷಯವನ್ನು ಪೊಲೀಸರಿಗೆ ವರದಿ ಮಾಡಲು ಅಥವಾ ನಮ್ಮ ವಿಜಿಲೆನ್ಸ್ ಹಾಟ್ಲೈನ್ – **080 66783411** ಗೆ ತಿಳಿಸಲು ಸೂಚಿಸಲಾಗುತ್ತದೆ.

ಅಂತಹ ಮಾಲಿಕ / ಏಜೆನ್ಸಿ / ಉದ್ಯೋಗಾವಕಾಶ ಪೋರ್ಟಲ್ ಅನ್ನು ಯಾರಾದರೂ ತನ್ನ / ಅವಳ ಸ್ವಂತ ಅಪಾಯದಲ್ಲಿ ಮಾಡುತ್ತಾರೆ ಮತ್ತು ಅಂತಹ ನಷ್ಟ ಅಥವಾ ಹಾನಿಯನ್ನು ನೇರವಾಗಿ ಅಥವಾ ಪರೋಕ್ಷವಾಗಿ ಅನುಭವಿಸಿದ ಕಂಪನಿ ಜವಾಬ್ದಾರಾಗಿರುವುದಿಲ್ಲ.

## **CUSTOMER SERVICE AGENT (G3) 2016/F/CHQ/HRD/0003/CS**

### **JOB PURPOSE & SPECIFIC RESPONSIBILITIES:**

- Floor walking - distribute baggage tags and immigration form to the passenger, greet and guide the passenger.
- Document check - travel documents (passport, certificate of identity, emergency certificate, merchant seamen book), endorsements, visas, health certificate, Airport tax, customs.
- Passenger Meet & Assist - assisting VIP, CIP and Mother with child.
- Pre-flight –
  - Check the flight details (registration) assign the flight and block the seats for infant, wheelchair and for group passenger.
  - Check for special messages for outgoing passengers.
  - Taking pre-flight manifest, incoming manifest and incoming passport details.
- Post Flight –
  - Print the final e-ticket, final manifest, passport details.
  - Take General Declaration(arrival/departure)
  - Write the final reports (check in report, boarding gate report, feedback form)
- Special Handling - assisting infants, wheelchair passenger, physically challenged.
  - Check in Counter – Travel documents (passport, certificate of identity, emergency certificate, and merchant seamen book), endorsements, visas, health certificate, Airport tax, and customs.
  - Tagging the baggage to final destination.
  - Check-in the correct passenger.
  - Handover boarding pass and baggage acknowledgement to passenger.
- Adhere to correct procedure of acceptance and handling of registered baggage.
- Announcement – information about boarding procedure.
- Documents – Arrival & Departure Clearance - General Declaration, passenger manifest.
- Excess Baggage Collection
- Filing flight documents - General Declaration, passenger manifest, Seat map, meals detail, Passenger Information List.
- Boarding gate functions - Arranging barricades, announcements, stubbing, document check (passport, boarding pass), editing of boarding passes, printing onboard documents.
- Perform any other duties as assigned by their superiors

REFERENCE: 2015/ F/ CHQ/ HRD/ 0007/ 00 JOB DESCRIPTION FORM

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### **EDUCATIONAL QUALIFICATIONS**

- Any Bachelor's Degree

### **RELEVANT EXPERIENCE**

- 0 - 12 months of experience in the relevant field
- Should be able to handle different situation.
- Should possess good command over computer application

### **PERSONAL CHARACTERISTICS & BEHAVIOURS**

- Possesses openness to new challenges
- Willingness to go beyond the challenges and meet the deadlines.
- Possesses good communication skills.
- Should have the ability to solve problems
- Should be service oriented

**Note to all Applicants**

Incomplete applications will be disregarded.

**Passport Mandatory** – Issuance of Passport issued after 2016

**Police Verification** – Date of issue should be within 3months on the date of interview. (Issued by  
- Superintendent of Police or above authority)

Eligible & Interested candidates to send their resumes with 2 passport size photograph on the  
below mentioned address

**Corporate Office Address:**

Air India SATS Airport Services Private Limited,  
Correspondence Address: Plot NO: C-05L,  
Kempegowda International Airport,  
Devanahalli, Bangalore-560300.

For any further assistance please contact: 080-66783411 / 080-65653406