

CUSTOMER SERVICE AGENT (S4)

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
- Responsible and accountable for overall quality, safety and security of operations.

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

Location: Bangalore

- Graduate in any subject
- Age Limit: Not more than 28 years.
- Fresher's can apply.
- Staff who are currently working at the Airport / staff having experience in Aviation Industry would be an added advantage.

Note to all Applicants

- Incomplete applications will be disregarded.
- Passport issued on or after 2021 or latest Police Clearance Certificate from Superintendent of police / Police Commissioner
- Eligible & Interested candidates to send their CV's with a soft copy of the passport size photograph on **hr.blr@aisats.in**
- **Office Address:**
Air India SATS Airport Services Private Limited,
Correspondence Address:
Plot No. C-05L, Kempegowda International Airport, Devanahalli, Bengaluru-560300.
For any further assistance please contact: 080 66783411/14