

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 on-board documents.
- Perform any other duties as assigned by their superiors

Educational Qualifications:

Any Bachelor's degree

Excellent communication skills

Qualification in Aviation/Experience would be an added advantage.

LOCATION: TRV

DESIGNATION: Customer Service Agent

DEPARTMENT: Passenger Service

(Job Code: S4).

- Closing date for applications is **25/01/2022**.
- Eligible & Interested candidates to email their CV's with a soft copy of the passport size photograph to **info.trv@aisats.in** .