

PAX-Customer Service Agent

Job Title	Customer Service Agent	Grade / Level	C3
Department	PAX	Location	Delhi
Reports to	Supervisor- PAX	Reportees	CSH/Trainee

Job Purpose	Passenger Handling and Satisfaction
Key Elements of the Role	<ul style="list-style-type: none"> • Technical/Functional Expertise • Persuasive Communication • Customer Orientation • System Orientation • Result Orientation
Key results areas & outcomes expected from the role	<ul style="list-style-type: none"> • Issue correct boarding passes • Pax reconciliation at Gate • Handling DPR, PIR, claims, settlements • Document verification as per SLA • PAX Assistance • MHB • Arrival • Deportee's • Handling VDB's, DB's • Special Handling • Handling Cancelled/delayed operations • Collection of Excess baggage charges/taxes
Educational qualification	Graduate from a recognized university
Experience	Minimum 1years of experience in service industry (Aviation preferred).
Technical & functional skills	<ul style="list-style-type: none"> • Check-in and ensure that tickets and travel documents (passport, visas (if req), etc.) of pax are valid. • Validate E-Tix pax identity and documents. • Through check-in pax if applicable and follow check-in, boarding rules & regulations as per airlines SLAs and standards. • Report blacklisted documents to the seniors immediately. • Check for the cabin baggage and oversized and excess baggage. • Weight and determine excess baggage, issue excess baggage tickets, and collect excess baggage charges. • Carry out the carriers seat allocation or selection system, issue boarding pass, detach flight coupons. • Ensure that frequent flyer programs of the airlines are professionally handled. • Handle denied boarding process and compensation. • Arrange for the hotel and conveyance in case of DB's and VDB's as per the carriers guidelines and SLA. • Handle Arrival functions, deportees as per the airlines and immigration norms. • Direct passengers through controls to departure gate. • Make boarding announcements and manage the boarding process, manage upgrades and downgrades, handling stand by list, reconciliation of passenger numbers with aircraft documents prior to departure.

Ground Handling Job Description v1.0

	<ul style="list-style-type: none"> • Collect airport and any other service taxes applicable. • Directs passengers from aircraft through controls. • Arrange for transfer desk/connection services and baggage recheck. • Initiate pre-flight/post-flight work. • Ensure proper and correct information/guidance to passengers. • Consult Supervisor in case of difficult situations. • Handling delayed and cancelled operations. • Awareness/implementation of policies and procedures of the airlines. • Maintain proper communication with the supervisor. • Develop teamwork to have smooth handling. • Coordination with colleagues in various areas for on time departure. • Accountable for safety in his/her line management and Job • Safety regulations as per OHSAS
Additional knowledge	Knowledge of Check-in, Ticketing, boarding, MHB and arrival functions

Agreed by	Name:	Date	
	Sign		
Chief Human Resource Officer	Name:	Date	
	Sign		
Authorized by Executive Director	Name:	Date	