

Position: Customer Service Agent (CSA) & Customer Service Junior Assistant (CSJA)

Department: Passenger Services

Work Location: IGI Airport, Terminal 3, New Delhi

Company Profile:

AISATS is a 50:50 joint venture between Air India Ltd and SATS Ltd. Since its inception (March 2008) AISATS has grown to become India's premier airport services company, providing world class Ground and Cargo Handling services at 5 airports in India: DEL, BLR, HYD, TRV, IXE.

Services at DEL:

- Passenger Handling
- Baggage Handling
- Load Control
- Ramp operations & Aircraft cabin cleaning
- Aircraft exterior cleaning
- Cargo Supervision
- Meet and assist service

Company website: www.aisats.in

Primary Selection Criteria:

- Education: Graduate/Under graduates.
- Experience- Fresher
- Good communication skills
- Well groomed
- Must be ready to work in 24x7 shifts
- **Passport holders:** Issuance of passport must be after 2016 onwards

Pay scale & Grades:

- Graduates- Customer Service Agent pay scale 19,300 Gross + other allowances
- Under Graduates- Customer Service Junior Assistant with gross of 17,540/- + other allowances

JOB PURPOSE & SPECIFIC RESPONSIBILITIES for CUSTOMER SERVICE AGENTS:

- Floor Walking:** distribute baggage tags and immigration forms to passengers. Greet & guide the passengers.
- 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 family with infants.
- Pre-flight:** Check for aircraft registration, seat assignment, blocking seats for infants, wheelchair, group passengers and any other passenger as per the request in PNR. Check for any special message for any passenger, taking out the passenger manifest and other related documents for the incoming flight.
- Post-flight:** Print the final manifest and other flight related documents after the flight is finalized. Take General Documentation (arrival/departure). Checking for the onward flight messages and onward connections for the passengers.
- Special Handling:** providing assistance to family with infant, wheelchair passengers, and physically challenged passengers.
- Check-in:** checking the travel documents, asking security questions, issuing boarding passes and tagging the bags to final destinations.
- Adhere to correct procedures** of acceptance and handling of registered baggage.
- Announcement:** information and boarding procedure.
- Documents preparation:** arrival and departure clearance, General Declaration of Crew handling, passenger manifest, seat charts, meal preferences.
- Excess baggage** collection.
- Boarding gate function:** arranging Q-managers, pre boarding announcements, stubbing, document check, printing onboard documents.
- Perform any other duties as assigned by the superiors.

EDUCATIONAL QUALIFICATIONS

- Any Bachelor's Degree / Under Graduate

RELEVANT EXPERIENCE

- Fresher
- should be able to handle different situations

PERSONAL CHARACTERISTICS & BEHAVIOURS

- Possess openness to new challenges
- Willingness to go beyond the challenges and meet the deadlines
- Possess good communication skills

- should have the ability to solve problems
- Well groomed & confident
- should be service oriented