



PR/109551 | Customer Service Executive

Job Information

Recruiter[JAC Recruitment India](#)**Job ID**

1553850

Industry

Logistics, Storage

Job Type

Permanent Full-time

Location

India

Salary

Negotiable, based on experience

Refreshed

September 16th, 2025 14:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

Overview

We are seeking dedicated and service-oriented Customer Service Agents who can deliver exceptional hospitality reflecting both Japanese and Indian standards. This entry-level executive role at IGI Delhi Airport involves direct passenger interaction during check-in, boarding, arrival, and post-arrival procedures. The role also includes administrative responsibilities, planning tasks, and continuous service improvement initiatives.

Key Responsibilities

1. Check-in Duties

- Conduct passenger check-in procedures
- Manage baggage allowances and seat arrangements

2. Boarding Gate Duties

- Make boarding announcements and manage boarding flow
- Handle irregularities such as delays or changes
- Assist passengers requiring special support

3. Arrival Duties

- Guide passengers through arrival procedures and baggage claim
- Provide support for connecting flights

4. Customer Service

- Respond to passenger inquiries and complaints
- Offer solutions to ensure a positive travel experience

5. Training & Feedback

- Provide instruction and feedback to Ground Handling Agents (GHA)
- Monitor and improve service quality

6. Planning & Projects

- Plan and execute service enhancement initiatives
- Collaborate with vendors and internal teams

7. Administrative Tasks

- Maintain records, reports, and documentation

8. Continuous Improvement

- Identify and implement process improvements

Required Skills & Experience

- Minimum 3 years of experience in airport customer service (preferred)
- Fluent in English and Hindi
- Ability to interact professionally with government agencies (Customs, Immigration, CISF)

Competencies

- Willingness to work in any shift or location assigned
- Interest in expanding into administrative and planning roles
- Strong teamwork, communication, and time management skills
- Medically fit and compliant with operational standards
- High awareness of compliance and corporate culture
- Ability to follow instructions sincerely and professionally

Required Documentation

- Valid passport issued within the last 2 years
- Or willingness to submit Police Verification Certificate (PVC) within the specified timeline

Preferred Qualifications

- Basic Japanese language skills or willingness to learn
- Experience as a Flight Turnaround Coordinator
- Familiarity with Altea system for flight handling

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Company Description