



## PR/109551 | Customer Service Executive

### 募集職種

#### 人材紹介会社

ジェイエイシーリクルートメントインド

#### 求人ID

1553850

#### 業種

物流・倉庫

#### 雇用形態

正社員

#### 勤務地

インド

#### 給与

経験考慮の上、応相談

#### 更新日

2025年09月30日 03:00

### 応募必要条件

#### キャリアレベル

中途経験者レベル

#### 英語レベル

無し

#### 日本語レベル

無し

#### 最終学歴

短大卒：準学士号

#### 現在のビザ

日本での就労許可は必要ありません

### 募集要項

#### 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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