

インドの求人なら JAC Recruitment India

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10月28日 02:00

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

Notice: By submitting an application for this position, you acknowledge and consent to the disclosure of your personal information to the Privacy Policy and Terms and Conditions, for the purpose of recruitment and candidate evaluation.

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