



## PR/117815 | Passenger Services Agent

### Job Information

**Recruiter**

JAC Recruitment UK

**Job ID**

1516305

**Industry**

Tourism

**Job Type**

Permanent Full-time

**Location**

United Kingdom

**Salary**

Negotiable, based on experience

**Refreshed**

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### 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

We are looking for a passenger service agent (Japanese skills advantage).

**【Position】**

Passenger service agent

**【Salary】**

28K~35K GBP per annual (Depends on experience)

Including Shift Allowance, In addition to this we offer a non-guaranteed annual bonus of equivalent to around one month salary.

**【Job Type】**

2-year Fixed Term Contract with a potential to be extended depending on business and performance

**【Location】**

Heathrow Airport

**【Office Hour】**

37.5 hours per week and you are expected to work shifts according to the rotating roster drawn up by the Departmental

manager that includes shift work and weekends

**【Start Date】**

February / March 2025

**【Job Content】**

- Give passengers a warm welcome and a positive experience
- Carry out Passenger Service duties for both arrival and departure flight handling
- Check-In passengers ensuring security compliance and document checks are carried out accurately
- Ticket Desk, collect monies, book and amend itineraries and handle general ticket enquiries
- Special Services, arrange meet and greet for VIP's
- Departure Flight preparation, seat planning
- Arrival Flight preparation and Departure Gate reconciliation Handling
- Host and supervise check-in facility & Staff
- Flight Management
- Monitor flight status to take necessary action including connection flights
- Lost & Found enquires, Baggage Services
- General Office housekeeping and tasks

**【Essential Skills】**

- Having a step forward approach to customer service, to greet, help and reassure passengers to the highest level while handling any pertaining questions related to flight handling
- Computer literate (MS Word and Excel) with the ability to learn systems and processes to a high standard

**【Desirable Skills】**

- Japanese language
- Efficient and effective decision making and the ability to take own initiative while working effectively as part of a team
- GCSE Maths & English grade C or above, or equivalent
- Certificate or NVQ qualification in customer service, or equivalent
- Previous Airline/Ground Handling experience

**【Benefit】**

- 24 days of annual leave increasing to 25 days in the 2nd year of service (public holidays are given in addition to annual leave)
- Discounted private medical cover
- Defined Contribution Pension
- Group Life cover
- Discounts on flights and more

**【Language Skills】**

Fluent in English.

Japanese language is an advantage.

**【VISA】**

All applicants must have the right to work in the UK as the Company is not able to offer visa support.

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Company Description