



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

March 4th, 2025 14:01

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