



SALES SERVICE AGANET (Sales assistant)

Job Information

Hiring Company

FINNAIR

Job ID

1518865

Industry

Railway, Airline, Other Transport

Company Type

Large Company (more than 300 employees) - International Company

Non-Japanese Ratio

Majority Japanese

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards, Shinagawa-ku

Train Description

Rinkai Line, Tennozu Isle Station

Salary

4.5 million yen ~ 6 million yen

Refreshed

February 1st, 2025 10:36

Application Deadline

February 21st, 2025

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level (Amount Used: English usage about 50%)

Minimum Japanese Level

Fluent

Minimum Education Level

Associate Degree/Diploma

Visa Status

Permission to work in Japan required

Job Description

Finnair is a leading Nordic airline that boasts a diverse community of professionals who work ambitiously with a big heart and commitment. A strong safety culture is our priority and at the core of our everyday work, never taking it for granted. We find meaning in our purpose: to enrich lives by bridging the world, and our identity and service mindset stems from our iconic brand's Nordic heritage. Our values – Commitment to care, Working Together, Simplicity and Courage – guide us in everything we do.

Currently Finnair is looking for a

SALES SERVICE AGANET (Sales assistant)

to join our sales team at the Tokyo office.

What You'll Do (but not limited to):

- > Handle incoming telephone calls, texts, and emails from customers and trade partners.
- > Assist trade partners with booking flights, managing reservations, and coordinating group travels.
- > Provide information about our routes, flight statuses, services, and sales promotions.
- > Support sales initiatives to achieve team targets and enhance customer satisfaction.
- > Address inquiries and resolve customer concerns promptly and professionally.
- > Collaborate with colleagues to ensure seamless customer service delivery.
- > Communicate with headquarters regarding booking management and yield controls.

Working at Finnair:

We offer you an exciting opportunity to work in the fast-changing aviation and international travel industry in a culture that drives and enables professional development and continuous improvement. We support your work-life balance with

office/remote hybrid work environment, and you will get on-job training to help you succeed in your role.

We offer you a competitive salary with social security insurance and defined contribution pension plan. We are happy to enable our employees to enrich their lives and fulfill their travel dreams by offering a wide leisure travel benefit.

Are you ready for the challenge and want to join our team? Submit your application on CareerCross by February 21, 2024.

Our people are key to our success and the foundation that makes Finnair unique. We are committed to creating a safe work environment where all our people can thrive and succeed. We cherish diversity and strive to employ people with different backgrounds and experiences, to bring together multiple views to foster our business success. According to our employee survey, respecting diversity is at a high level in our work community. You are welcome to join Finnair as your authentic self.

Required Skills

What We're Looking For:

- ▼ Strong interpersonal and communication skills.
- ▼ Good command of both English and Japanese.
- ▼ A customer-focused mindset with a positive, can-do attitude.
- ▼ Ability to multitask and perform well under pressure.
- ▼ Standard knowledge of Word and Excel.
- ▼ Experience in GDS such as Amadeus preferable.
- ▼ Prior experience in sales, retail, or customer service in travel industry is seen as an advantage.

Other Information:

▽ Applicants must be Japanese citizens or proper working visa holders. Finnair does not provide any support to obtain work permit.

▽ Only selected applicants will be contacted for interviews.

Company Description