



## PR/117815 | Passenger Services Agent

### 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ギリス

#### 求人ID

1516305

#### 業種

旅行・観光

#### 雇用形態

正社員

#### 勤務地

イギリス

#### 給与

経験考慮の上、応相談

#### 更新日

2025年02月04日 15:00

### 応募必要条件

#### 職務経験

3年以上

#### キャリアレベル

中途経験者レベル

#### 英語レベル

ビジネス会話レベル

#### 日本語レベル

ビジネス会話レベル

#### 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

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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#citylondon

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会社説明