

English follows Japanese

ANAドイツ支店ミュンヘン空港所

募集内容	空港旅客サービススタッフ
契約内容	長期雇用 正社員(38.5時間/週)
勤務場所	ミュンヘン国際空港 ターミナル2
業務内容	<ul style="list-style-type: none"> ・空港ハンドリングに関わる委託会社への管理業務 ・搭乗手続き、搭乗口でのスーパーバイザー業務 ・VIP等のお客様に対する接遇対応 ・乗継のあるお客様への対応 ・航空券の発券 ・手荷物関連業務 ・その他付随業務 等
応募資格(特記事項)	<ul style="list-style-type: none"> ・航空業界での業務経験がある方が望ましい ・英語ビジネスレベル ・日本語またはドイツ語が出来る方歓迎 ・コミュニケーション能力、責任感、チームワーク、サービスマインドのある方
給与／人事等級	応相談／経験による
入社時期	2026年4月以降(応相談)
勤務時間	シフト勤務(月～日曜日)
福利厚生、その他条件	<ul style="list-style-type: none"> - 有休(30日) - 年末ボーナス - 夏季ボーナス - 交通費補助 (50%) - 年金、財形制度あり (任意) - 優待航空券
応募方法	<p>履歴書日本語及び英語にを添付の上、下記までE-mailにてお送りください。</p> <p>タイト://Application Passenger ServiceMUC//</p> <p>送付先:hr.germany@ana.co.jp.</p>
応募締切	2026年2月15日
その他	ドイツ労働許可保有していること(内定後、労働許可取得に向けたサポートが可能です)

Munich airport office, Germany office, All Nippon Airways

Job Title	Agent/Senior Agent, Passenger Services
Contract Type	Full-time (38.5 hours per week), Permanent
Location	Munich International Airport Terminal 2
Job Purpose	To provide the highest possible standards of customer service to ANA passengers travelling through FRA.
Job Scope	The Passenger Services Agent provides services to arriving, transferring, and departing passengers, at both landside and airside locations. The jobholder will be allocated to duties and work as directed by the Manager, Passenger Services. The jobholder must provide a level of service to meet or exceed ANA's Passenger Service Operational Performance and Service Standards.
Reporting To	The Agent, Passenger Services reports directly to the Manager, Passenger Services.
Duties and Responsibilities:	Flight preparation and supervision; Supervision of the check-in at the counter area and at the departure gate; Supervision of the cabin cleaning and loading of necessary in-flight products; Care of VIP and other passengers; Rebooking of connecting passengers; Post departure work, Ticketing, Lost & Found; General airport-related administrative tasks. etc
Knowledge, Qualifications & Skills	Friendly and outgoing personality; Ability to work independently; Team worker and service minded; Willingness to perform shift work; Fluency in English (spoken and written), Fluency in English, German and Japanese (spoken and written) would be of advantage; Experience in passenger handling would be beneficial. etc
Salary	Negotiable/Depending on experience
Estimated Start Date	After 01.04.2026
Working Hours	Shift work (Monday through Sunday)
Benefits, conditions and regulations	<ul style="list-style-type: none"> - 30 days annual leave - Christmas Bonus - Vacation Bonus - Company pension scheme (optional) - Employee saving scheme (VWL) (Optional) - Commuting Ticket (50%)

	<ul style="list-style-type: none"> - Sick pay - Tax-free benefit in kind - Flight benefits etc
How to apply	<p>To express your interest in the current vacancy, please send your complete application in English by e-mail quoting //Application Passenger Service MUC// to: hr.germany@ana.co.jp.</p>
Closing Date	15.02.2026
Others	All applicants must have the right to work in Germany (We can support you after our job offer.)