



MXP Airport Operation Staff

Job Title	Airport Operation Staff
Contract	Permanent, Full time
Location	Malpensa Airport Terminal 1
Reporting to	Manager
Job Purpose	To provide the highest possible standards of customer service and safety operations to ANA customers
Duties and Responsibilities	<ul style="list-style-type: none">-As Airport staff, provide customer service and assistance in a professional manner and based on the Company's manuals and standard operating procedures-Maintain the highest standards of safety and security all times-Supervision of handling companies for Passenger Service, Cargo Service, cabin cleaning, catering, baggage loading/off-loading and Ramp services-Flight Operations as Operation Coordinator (training required)-Escort of VIPs and care of other passengers-Handling flight irregularities in case of delay or cancellation-Prepares reports, conducts invoice checks and other administrative tasks as required-Support for ANA cockpit and cabin crew-Collaborates effectively with other internal departments and external organizations-Routinely acts with corrective action and takes responsibility for difficult tasks until completion-Administrative tasks, such as invoice checks or reporting
Knowledge, Qualifications & Skills	<ul style="list-style-type: none">-Fluent English and Italian, Japanese is an asset-Computer literacy (Word, Excel, Power point)-Fit and able to work on shift rotation 365 days a year, including public holidays & weekends-Pleasant personality with good interpersonal and communication skills, customer oriented-Proactive, self-motivated individual who works well in a team
Salary	Based on Fairo Contract
Estimated Start Date	Open to discuss
Working Hours	Shift rotation 365 days a year, including early morning (from 5:30 at the current flight schedule), public holidays & weekends Normal working hours are 37hours and 30 minutes per week



How to apply	<p>Please send your CV in English to : ml_notice_miladmin@ana.co.jp</p> <p>Please note that only selected candidates will be contracted for an interview.</p>
Closing Date	28 February 2026
Others	All applicants must be eligible to work in Italy (The employer does not provide visa sponsorship)