

## **JOB INFORMATION**

Job Title: Customer Service Representative, Passenger Service  
Department: Passenger Service  
Location: JFK Int'l Airport  
Job Status: Non-Exempt, Full-Time  
Salary: \$23.54 - \$25.54 per hour

## **DUTIES AND RESPONSIBILITIES**

Responsible for supporting and coordinating passenger service operations on a daily basis and for supervising contractors under ANA's handling requirements and contract, providing review and information to Management.

1. Oversees departure handling, arrival handling, and ramp duties.
2. Performs designated passenger service functions and ramp duties.
3. Performs general administrative duties.

## **SPECIFIC QUALIFICATIONS**

1. Must have a proof to work in the United States legally
2. Must have a valid Driver's License
3. Experience in Passenger Service is preferred
4. Professional presentation and excellent customer service skills
5. Willing to work any hours/shifts/holidays/weekends
6. Must be available to work either early morning or midnight shift (exact times will be advised later)
7. Excellent communication and interpersonal skills
8. Proficiency in MS Office
9. Understanding in diverse cultures
10. English & Japanese speaker
11. Required completion of Covid-19 vaccination

## **HOW TO APPLY FOR A JOB**

If you are interested in applying for the position, please send the following information with a cover letter and resume to [nychr@fly-ana.com](mailto:nychr@fly-ana.com)

Please be advised that **ANA will contact qualified candidates ONLY.**

The interview will be done at JFK Airport office.

Your resume and cover letter should include the following information:

1. Name, Address, Phone Number, Email Address
2. Position you are applying for
3. Education history
4. Employment history
5. Salary requirements