

## JOB INFORMATION

Job title: Customer Service Associate  
Department: Customer Service Contact Center  
Location: 21250 Hawthorne Blvd., Suite 200, Torrance, CA 90503

## JOB DESCRIPTION

Responsible for performing customer service function by handling all travel arrangements and responding to all travel related inquiries in order to meet customers' needs and promote ANA.

### Principal Accountabilities

1. Performs Customer Service Functions
2. Performs General Administrative Functions

## SKILLS AND QUALIFICATIONS REQUIRED:

1. Ability to work 4 hours (5:00 – 9:00 shift or 14:00 – 18:00 shift) or 8 hours shifts, and work weekends and holidays
2. Good dependability record
3. Ability to operate interactive computer terminals and telephone equipment such as handsets and headsets for long periods of time
4. Excellent verbal communication skills
5. Reading comprehension skills
6. Interpersonal skills
7. Listening skills
8. Analytical skills
9. **Must have a proof to work in the United States legally**

### 1. **Japanese/English bilingual**

- Japanese – Proficient
- English – Read, Write, Speak

### 2. **English only**

- English speaking skills, reading skills, and writing skills – Proficient

## 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 [laxhr@fly-ana.com](mailto:laxhr@fly-ana.com). Please be advised that ANA will contact qualified candidates ONLY.

Your resume and cover letter should include the following information:

1. Name, address, phone number and e-mail address
2. Position you are applying for

3. Education History
4. Employment history
5. Any special qualifications, knowledge or skills
6. Salary requirements