

## JOB INFORMATION

Job title: Customer Service Representative  
Department: Passenger Service  
Location: Los Angeles International Airport, Tom Bradley Terminal

## JOB DESCRIPTION

### Basic Purpose

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.

### Principal Accountabilities

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

### SKILLS AND QUALIFICATIONS REQUIRED:

1. Excellent interpersonal skills
2. Professional presentation and excellent customer service skills
3. Excellent English written and verbal communication skills
4. Excellent organizational skill
5. Experience in passenger service is strongly preferred
6. Bilingual (Japanese/English) preferred.
7. Willing to work any hours/shifts/holidays
8. **Must have a proof to work in the United States legally**

### 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 [jaxhr@fly-ana.com](mailto:jaxhr@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