JOB INFORMATION

Job title: Passenger Service Customer Service Representative
Department: Passenger Service
Location: San Francisco Int'l Airport
Hours: 40hours/week, Shift (including morning, night, weekends and holidays)
Job Status: Non-Exempt, Full Time

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.

SPECIFIC QUALIFICTIONS

1. **Experience**
    Experience in passenger service in airline industry is preferred

2. **Job Requirements**
    - Must be authorized to legally work in the U.S. (no VISA sponsorship provided)
    - Excellent interpersonal skills
    - Professional presentation and excellent customer service skills
    - Excellent English written and verbal communication skills
    - Japanese or other language skills are a plus
    - MUST be available to work morning (6:00 am~) and night (~2:30 am) shift
    - MUST be able to work on weekdays, weekends and holidays
    - Proficiency in MS Office
    - Understanding of cultural diversity
    - Must have a valid state driver's license
    - Must pass pre-employment drug test and 10- year employment background check

PAY RATE

$22.00/hour ~ DOE.
Night Shift shall receive an additional $3.00 per hour for all hours worked from 23:00 to 28:30.

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 ml_oth_sfosjchr@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. Salary requirements