

## **JOB INFORMATION**

Job Title: Customer Service Representative, Passenger Service  
Department: Passenger Service  
Location: Washington Dulles International Airport  
Job Status: Non-Exempt, Full-Time

## **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 the right to work in the United States**
2. Must have a valid Driver's License
3. Professional presentation and excellent customer service skills
4. Willing to work any hours/shifts/holidays/weekends
5. Excellent communication and interpersonal skills
6. Proficiency in MS Office
7. Understanding in diverse cultures
8. Bilingual (Japanese/English) is preferred. Other languages are also welcome.

## **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 [k.hashimoto@fly-ana.com](mailto:k.hashimoto@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, Email Address
2. Position you are applying for
3. Education history
4. Employment history
5. Salary requirements