



## **JOB INFORMATION**

Job Title: Customer Service Representative, Passenger Service

Department: Passenger Service

Location: O'Hare Int'l Airport, Chicago, IL

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 be authorized to work in the United States**
2. Must have a valid Driver's License
3. **At least 2 years of experience in airline passenger service**
4. Previous work experience as ramp agent or similar role (preferred)
5. Professional presentation and excellent customer service skills
6. Willing to work any hours/shifts/holidays/weekends and in inclement weather
7. Excellent communication and interpersonal skills
8. Proficiency in MS Office
9. Understanding in diverse cultures

## **Pay Range**

\$21.00 ~ \$25.00/hour

\* Must be legally eligible to work in the United States. (The employer does not provide visa



sponsorship and relocation benefits.)

### **Benefits**

- Airport Parking Subsidy
- Shift Differential Pay
- Company Holidays
- Paid Leaves (Sick) Paid Leaves (Vacation)
- Health Insurance
- Flexible Spending Accounts
- Employee Assistance Program
- Life Insurance
- Voluntary Life Insurance (Optional)
- 401(k) Retirement Plan
- Travel Benefits
- Pre-Tax Mass Commuter Benefit
- Bereavement Leave
- Longevity Awards
- Educational Assistance Program
- Retiree Benefits

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

If you are interested in applying for the position, please send a cover letter and resume to [ml\\_oth\\_chihr@fly-ana.com](mailto:ml_oth_chihr@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. Any special qualifications, knowledge or skills