



JOB INFORMATION

June 3, 2025

Job title: Customer Service Desk 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. Japanese/English bilingual
 - Japanese – Proficient
 - English – Read, Write, Speak
2. Ability to work 8 hours shifts, and work weekends and holidays
3. Good dependability record
4. Ability to operate interactive computer terminals and telephone equipment such as handsets and headsets for long periods of time
5. Excellent verbal communication skills
6. Reading comprehension skills
7. Interpersonal skills
8. Listening skills
9. Analytical skills
10. Must have a proof to work in the United States legally (The employer does not provide visa sponsorship)
11. Associates Degree preferred

**Work Conditions:**

Pay Rate \$23.51/Hour Full-time, Non Exempt

Work Hours:

8 hours shifts between 5:00 - 15:00 PST and 6:00 - 16:00 PDT, including weekends and holidays

Company Benefits

- Company Holidays
- Sick Leaves, Vacation
- Shift Swap / Day Trade available
- Health Insurance (Medical /Vision /Dental)
- Flexible Spending Accounts
- Employee Assistance Program
- Life Insurance / Voluntary Life Insurance (Optional)
- 401(k) Retirement Plan
- Travel Benefits (International and Japan Domestic Flight)
- Pre-Tax Mass Commuter Benefit
- Bereavement Leave
- Longevity Awards and Longevity Award Holiday
- Educational Assistance Program
- Retiree Benefits

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. 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