



JOB INFORMATION

Job title: Customer Service Representative
Department: Passenger Service
Location: Honolulu International Airport, Hawaii
Hours: Full-time (40 hours per week), Shift (including morning, weekends and holidays)

JOB DESCRIPTION

Duties and responsibilities

The Customer Service Representative supports and coordinates daily passenger service operations. Key responsibilities include supervising contractors to ensure compliance with ANA's handling requirements and contracts, and providing performance review and operational information to Management.

1. Oversee departure handling, arrival handling, ramp duties and flight operations.
2. Performs designated passenger service, ramp, and flight operations.
3. Performs general administrative duties.

Skills and Qualifications Required

1. **Must be legally authorized to work in the United States***

*The employer does not provide visa sponsorship and relocation benefits.

2. **Must have a valid Driver's License**
3. Experience in airline passenger service, or a similar role (Preferred)
4. Professional presentation and excellent customer service skills
5. Excellent communication and interpersonal skills
6. Must be flexible and willing to work all shifts, including early mornings, late evenings, weekends, and holidays, and to perform duties in inclement weather
7. Excellent English written and verbal communication skills
8. Strong computer (PC) skills (Proficiency in MS Office)
9. Bilingual (Japanese/English) is highly preferred. Other languages are also welcome.

Pay Range

\$21.50/hour (\$44,720/y) - \$22.50/hour (\$46,800/y)

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 the following information with a cover letter and resume to

ml_oth_hnlhr@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 email address
2. Position you are applying for
3. Education History
4. Employment history
5. Relevant special qualifications, knowledge or skills
6. Salary requirements