

JOB INFORMATION

Job Title: Customer Service Representative, Passenger Service

Department: Passenger Service

Location: John F. Kennedy Int'l Airport, New York, NY

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 turnaround coordinating duties.
2. Performs designated passenger service functions and turnaround coordinating duties.
3. Performs general administrative duties.

SPECIFIC QUALIFICATIONS

- Must be able to literate in Japanese and English
- English & Japanese speaker
- **Must be authorized to work in the United States**
- Must have a valid Driver's License
- Must have a High School Diploma
- Experience in Passenger Service is preferred
- Professional presentation and excellent customer service skills
- Willing to work any hours/shifts/holidays/weekends and in inclement weather
- Must be available to work both early morning and midnight shift (exact times will be advised later)
- Excellent communication and interpersonal skills
- Proficiency in MS Office
- Understanding in diverse cultures
- Required completion of Covid-19 vaccination

Pay Range

\$26.50 ~ \$27.40/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 nychr@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