

JOB INFORMATION

Job title: Customer Service Representative, Passenger Service
Department: Passenger Service, San Francisco/San Jose Airport
Location: San Francisco Int'l Airport
Hours: 40hours/week, Shift (including morning, night, weekends and holidays)
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. Experience

2 years of passenger service experience in airline industry is preferred

2. Job Requirements

- **Must be authorized to legally work in the U.S. (no VISA sponsorship)**
- Excellent interpersonal skills
- Professional presentation and excellent customer service skills
- Excellent English written and verbal communication skills
- Japanese or other language skills are a plus
- **MUST** be available to work morning (6:30 am~) and night (~2:30 am) shift
- **MUST** be able to work on weekdays, weekends and holidays
- Proficiency in MS Office
- Understanding in diverse cultures
- Must have a valid state driver's license
- Must pass pre-employment drug test and 10- year employment background check

PAY RANGE

\$26.60 ~ \$27.80/hour

Night Shift shall receive an additional \$3.00 per hour for all hours worked from 23:00 to 28:30.

COMPANY BENEFITS

- Company Holidays
- Sick Leaves, Vacation
- Health Insurance (Medical /Vision /Dental)
- 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 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 ml_oth_sfosjchr@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. Salary requirements