



A STAR ALLIANCE MEMBER 

Job Information: Airport Ground Staff - Passenger Services

All Nippon Airways (ANA) Stockholm Office opens a job position as follows.

ANA is Japan's largest airline, holding the SKYTRAX 5-Star designation for 12 consecutive years and a Star Alliance member since October 1999. The airline serves an extensive international network in Europe, the US, and Asia with 42 city destinations, as well as a domestic network with more than 130 routes, primarily operating from its main hubs of Haneda and Narita in Tokyo. The ANA Group also controls subsidiary passenger carriers Peach, Air Japan, and ANA Wings. The Group currently operates 278 aircraft. The airline inspires its employees, customers, and society to explore endless possibilities through diverse connections that begin in the sky.

Job Title	Airport Ground Staff - Passenger Services
Contract	Permanent, Full time, Shift rotation 365 days a year, including public holidays & weekends
Location	Arlanda Airport, Airport Office
Duties and Responsibilities	<ul style="list-style-type: none">- Responsible for arrival and departure flight preparation, check-in and departure gate supervision.- Provide customer service and assistance to ANA passengers including VIPs- Supervision of handling companies and coordination with other internal departments, external organizations for passenger service, ramp operations and ensuring smooth operations.- Post departure work, ticketing and lost and found, VIP handling.- Control of cabin cleaning and loading of in-flight products.- Operational support for ANA cockpit and cabin crew- Other related administrative tasks
Qualifications/ Competences	<ul style="list-style-type: none">- Professional experience in passenger handling (Check-in, Gate handling etc.,) in an airline or handling company is required.- Ability to deliver training and onboarding for new employees.- Fluency in English is required. Proficiency in Japanese and Swedish is preferred.- Ability to work in an international team and flexible to support the needs of the team- Logical thinking skills, Process-oriented mindset- Familiar with MS Office (Word, Excel, Powerpoint)- Available to work on shift rotation 365 days a year, including public holidays ,weekends and early mornings(e.g.4am)- Opportunities for internal transfer to other sections may be available.- All applicants must have the right to work in Sweden



Application	Please send your CV in English to : ml_oth_stoadmin@ana.co.jp Please note only selected candidates will be contacted for an interview.
Closing Date	31 Jul 2025