“ARMENIA” INTERNATIONAL AIRPORTS” CJSC

POST TITLE: Customer service agent

WORKING CONDITIONS: shift work with a definite term

WORKPLACE: Zvartnots International Airport

JOB DESCRIPTION: Provide quality service, overview the passengers’ requirements, respond to their complaints and suggestions.

JOB RESPONSIBILITIES:

- Serve all passengers in an efficient and courteous manner,
- During the shift periodically control airport halls' cleanness, lighting, ventilation and the functionality the area’s equipment and facilities, and if necessary to inform the corresponding departments about problems,
- Handle all passenger requests and fulfill them as quickly as possible, and if they have questions to provide them correct and complete information,
- Be knowledgeable about the airport and services provided,
- Provide proper service in all airport areas covered by the area: (arrival halls, departure hall, information desk, public zone),
- Organize surveys in the airport in order to collect the passengers’ opinion about the quality of services rendered in the airport.

REQUIRED QUALIFICATIONS:

- Good knowledge of Armenian, Russian and English languages;
- Good communication skills;
- Computer skills;
- Ability to work with clients;
- Ability to work under pressure.

APPLICATION PROCEDURES: All interested candidates who meet the requirements for the position are kindly requested to submit their CVs to: **hrselection@aia-zvartnots.aero** . The subject line of the message should have the title **“Customer service agent ".**