

<b>Job Title</b>	Agent, Passenger Services
<b>Contract Type</b>	Full-time (38.5 hours per week), Permanent
<b>Grade</b>	S1 / S2 Depending on level of experience
<b>Location</b>	Frankfurt Airport T1
<b>Job Purpose</b>	To provide the highest possible standards of customer service to ANA passengers travelling through FRA.
<b>Job Scope</b>	The Passenger Services Agent provides services to arriving, transferring, and departing passengers, at both landside and airside locations. The jobholder will be allocated to duties and work as directed by the Manager, Passenger Services. The jobholder must provide a level of service to meet or exceed ANA's Passenger Service Operational Performance and Service Standards.
<b>Reporting To</b>	The Agent, Passenger Services reports directly to the Manager, Passenger Services.
<b>Duties and Responsibilities:</b>	Flight preparation and supervision; Supervision of the check-in at the counter area and at the departure gate; Supervision of the cabin cleaning and loading of necessary in-flight products; Care of VIP and other passengers; Rebooking of connecting passengers; Post departure work, Ticketing, Lost & Found; General airport-related administrative tasks.
<b>Knowledge, Qualifications &amp; Skills</b>	Friendly and outgoing personality; Ability to work independently; Team worker and service minded; Willingness to perform shift work; Fluency in English (spoken and written), Fluency in English, German and Japanese (spoken and written) would be of advantage; Experience in passenger handling would be beneficial.
<b>Salary</b>	Competitive

<b>Estimated Start Date</b>	(After) 01.02.2025
<b>Working Hours</b>	Shift work (Monday through Sunday)
<b>Benefits, conditions and regulations</b>	<ul style="list-style-type: none"> <li>- 30 days annual leave</li> <li>- Christmas Bonus</li> <li>- Vacation Bonus</li> <li>- Company pension scheme (optional) - Employee saving scheme (VWL)</li> <li>(Optional) - Commuting Ticket (50%)</li> </ul>

	<ul style="list-style-type: none"> <li>- Sick pay</li> <li>- Tax-free benefit in kind</li> <li>- Flight benefits</li> </ul>
<b>How to apply</b>	<p>To express your interest in the current vacancy, please send your complete application in English by e-mail quoting //Application Passenger Service FRA// to: <a href="mailto:hr.germany@ana.co.jp">hr.germany@ana.co.jp</a>.</p> <p>Please note that the maximum size of your email shall not exceed 5 MB.</p>
<b>Closing Date</b>	08.01.2025
<b>Others</b>	All applicants must have the right to work in Germany (We can support you after our job offer.)