



JOB INFORMATION

October 01, 2024

Job Title: Customer Relations Representative
Department: Customer Service Contact Center
Location: 21250 Hawthorne Blvd., Suite 200, Torrance, CA 90503

Summary: This position is responsible for providing customer service to promote and sell ANA services. This position is tasked to a positive corporate image by responding to customer inquiries, comments, claims, and commendations in a timely manner via written and verbal communication, and for assisting Supervisors and Management when required.

Essential Duties and Responsibilities:

1. Sort and respond to general incoming correspondence from customers and distributing to the appropriate personnel
2. Prepare reports
3. Coordinate with other company personnel, as well as partner carriers and vendors in conducting investigations to effectively resolve any problems
4. Ensure that files are completed and contain all necessary documents in sequential order to events
5. Update files when follow-up actions are required
6. Advice and assist customers with travel arrangements
7. Provide on the job training
8. Conduct training courses
9. Perform other work functions within the department and cooperate with other offices such as airports, overseas offices to ensure customer's needs are met
10. Cover for other staff as needed
11. Prepare reports as necessary
12. File and maintain documents accurately
13. Will take calls in the future
14. Perform any other functions as directed by Supervisors and Managers
15. Must have a proof to work in the United States legally



Education/Experience/Requirements:

- High School diploma required.
- Associate's degree preferred.
- Airlines Customer Service experience in call or email handling required
- Some related experience required.
- Related Customer Service experience preferred.
- Experience in the Airline/Travel industry preferred.
- Or any equivalent combination of education and experience
- Strong English Writing Skills required
- Japanese Writing Skills preferred

Work Conditions:

- Non-exempt Full time

Work Hours:

- 8 hours shifts between 5:00 am to 6:00 pm, including weekends and holidays

Pay Range:

- S1 : \$22.83-23.50 / Hourly

How to Apply for This Position

If you are interested in applying for the position, please send the following information with a cover letter and resume to jaxhr@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. Any special qualifications, knowledge or skills

Salary requirements