

**ANA Paris Charles de Gaulle Airport Passenger Service Staff**

<b>JOB TITLE</b>	Passenger Service Staff
<b>LOCATION</b>	Paris Charles de Gaulle Airport
<b>Duties and Responsibilities:</b>	<ul style="list-style-type: none"> <li>- Provide customer service and assistance in a professional manner and based on the Company's manuals and standard operating procedures.</li> <li>- Maintain the highest standards of safety and security at all times.</li> <li>- Supervise outsourcing companies (contracted companies) handlings; Control and evaluate delivered performance and quality (passengers' handling, baggage, catering, cabin cleaning, security, hotel accommodation, handling of Invoices, and other miscellaneous outsourced services).</li> <li>- Enhancement and pursuit of quality improvement cycle based on reports and performance (outsourcing companies' performance, internal Team's performance)</li> <li>- Enhancement and management of effective operations, workstyle and services accordingly to changing environment and evolving DX (Digital Transformation).</li> <li>- Coordination, co-work with overall Airport departments; Marketing &amp; Sales Departments including call centers (Pre-travel / Post-travel related departments) and Administration.</li> </ul>
<b>KNOWLEDGE, QUALIFICATIONS &amp; SKILLS</b>	<ul style="list-style-type: none"> <li>- Work permit in France holder is favourable.</li> <li>- Sympathize ANA's corporate philosophy.</li> <li>- Friendly and outgoing character, team spirit, and customer oriented.</li> <li>- High flexibility and ability to work under stressful situations.</li> <li>- Has Quality mindset through critical thinking and analysis skills</li> <li>- Japanese language skills required as native level (speaking and writing).</li> <li>- English skills for business communication, French favorable.</li> <li>- Skills of using Microsoft office, Google Workspace.</li> </ul>
<b>Salary</b>	<ul style="list-style-type: none"> <li>- Commensurate with experience and ability.</li> </ul>
<b>Day off Annual leave</b>	<ul style="list-style-type: none"> <li>- Working in shift based on the flight schedule of Paris Charles de Gaulle Airport route.</li> <li>*As of today; 12:30-20:30 (incl. lunch time)</li> </ul>
<b>Working Hours</b>	<ul style="list-style-type: none"> <li>- 151.67 hours/month and 7 hours /day maximum, lunch time 1 hour.</li> <li>- Office is located near Paris Charles de Gaulle Airport.</li> </ul>
<b>Benefits, conditions and regulations</b>	<ul style="list-style-type: none"> <li>- All the benefits, conditions and regulations enumerated in the Company Rules (dependent on local employment customs and legal requirements in each country) are applicable.</li> <li>- There is a possibility of transfer to other sections.</li> </ul>
<b>How to apply</b>	<ul style="list-style-type: none"> <li>- The CV is to be submitted in French or English to "ml_notice_parisrecruit@ana.co.jp".</li> </ul>
<b>Closing Date</b>	<ul style="list-style-type: none"> <li>- TBA</li> <li>*The closing timing is subject to change without notice</li> </ul>
<b>Others</b>	-