

ANA Paris Charles de Gaulle Airport Passenger Service Staff

JOB TITLE	Passenger Service Staff
LOCATION	Paris Charles de Gaulle Airport
Duties and Responsibilities:	<ul style="list-style-type: none"> - Provide customer service and assistance in a professional manner and based on the Company's manuals and standard operating procedures. - Maintain the highest standards of safety and security at all times. - 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). - Enhancement and pursuit of quality improvement cycle based on reports and performance (outsourcing companies' performance, internal Team's performance) - Enhancement and management of effective operations, workstyle and services accordingly to changing environment and evolving DX (Digital Transformation). - Coordination, co-work with overall Airport departments; Marketing & Sales Departments including call centers (Pre-travel / Post-travel related departments) and Administration.
KNOWLEDGE, QUALIFICATIONS & SKILLS	<ul style="list-style-type: none"> - Must hold a work permit in France. - Sympathize ANA's corporate philosophy. - Friendly and outgoing character, team spirit, and customer oriented. - High flexibility and ability to work under stressful situations. - Has Quality mindset through critical thinking and analysis skills - Japanese language skills required as native level (speaking and writing). - English skills for business communication, French favorable. - Skills of using Microsoft office, Google Workspace.
Salary	<ul style="list-style-type: none"> - Commensurate with experience and ability.
Day off Annual leave	<ul style="list-style-type: none"> - Working in shift based on the flight schedule of Paris Charles de Gaulle Airport route. *As of today; 12:30-20:30 (incl. lunch time)
Working Hours	<ul style="list-style-type: none"> - 151.67 hours/month and 7 hours /day maximum, lunch time 1 hour. - Office is located near Paris Charles de Gaulle Airport.
Benefits, conditions and regulations	<ul style="list-style-type: none"> - All the benefits, conditions and regulations enumerated in the Company Rules (dependent on local employment customs and legal requirements in each country) are applicable. - There is a possibility of transfer to other sections.
How to apply	<ul style="list-style-type: none"> - The CV is to be submitted in French or English to "ml_notice_parisrecruit@ana.co.jp".
Closing Date	<ul style="list-style-type: none"> - End of September, 2023