

Tirana International Airport SHPK ("TIA") is seeking for

**PASSENGER CUSTOMER SERVICE AGENT
(SEASONAL EMPLOYMENT)**

who will report to the Shift Terminal Supervisor of the company.

Main tasks and responsibilities of the position:

(for indicative purposes only. The responsibilities listed below can be subject of change upon recruitment)

- Responsible to perform the check-in process in compliance with TIA and airline standards
- Responsible to check the passenger documentation (passport, residence permit, etc) in compliance with the country of destination requirements
- Responsible to weight the baggage and in case of excess weight address passenger to the airline
- Perform gate and boarding processes
- Accompany unaccompanied minors as per airline procedure
- Responsible to perform check-in process for reduced mobility passengers and coordinate their transportation to the aircraft with FAU
- Responsible to provide information and answer enquires on Information Desk (in the terminal and transit area)

Requirements of the position:

- Bachelor degree (preferred)
- Adept at Microsoft Office software
- Ability to work effectively as part of a team
- Very good communication and interpersonal skills
- Upper intermediate level of English language
- Ability to work under stress and respond to emergencies
- Committed to providing a high standard of service
- Available to work in 3 shifts

To apply for the above mentioned position the applicants should complete the Application Form, which can be found in the following website: www.tirana-airport.com, and submit it together with a recent CV in the following address: jobs@tirana-airport.com, or to the reception of the Administration Building (Rinas).

Closing date for application is **October 10th 2021**

Human Resources Department will contact only candidates selected from the documentation screening.