EXTERNAL VACANCY ANNOUNCEMENT

Tirana International Airport SHPK (TIA) is seeking to hire a

E – GATE AGENT

who will report to the *Costumer Experience Manager* 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)

1. Responsible to assist and provide information to the passengers on automated passport control system.
2. Responsible to identify EU / NON-EU Passports.
3. Responsible to ensure information and answer enquires about the procedure that must be followed at E Gate.
4. Provide assistance to the Information Desk, if required
5. Responsible to report any operational issues to Customer Experience Specialist

Requirements of the position:

- Bachelor degree preferred
- Ability to work effectively as part of a team
- Very good communication and interpersonal skills
- Intermediate level of English language
- Ability to work under stress and respond to emergencies
- Committed to providing a high standard of service
- Honest, reliable and with integrity

To apply for the above mentioned position the applicants should fulfill the Internal Application Form, which can be found in the Administration Building, Office Nr.101, and submit it together with a recent CV to the following address: human-resources@tirana-airport.com, or to the reception of the Administration Building (Rinas).

Closing date of the application is *26 April 2024*

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