

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

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

who will report to the 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 (First Aid Unit);
- 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](http://www.tirana-airport.com), and submit it together with a recent CV in the following address: [jobs@tirana-airport.com](mailto:jobs@tirana-airport.com), or to the reception of the Administration Building (Rinas).

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