

EXTERNAL VACANCY ANNOUNCEMENT

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

Ticketing Agent

who will report to the ***Ticketing 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)

- Issue and revalidate flight tickets using Global Distribution Systems (GDS) such as Amadeus, Sabre, or Galileo.
- Assist passengers with booking, itinerary changes, seat selection, and additional luggage requests.
- Process payments securely and handle refunds, rebooking, and ticket cancellations.
- Provide passengers with accurate travel information, including flight schedules, restrictions, and policies.
- Maintain accurate records of ticketing transactions and reports.
- Collaborate with airline staff and airport authorities to ensure smooth operations.
- Address customer inquiries and provide solutions to travel-related issues with a positive and professional approach.

Requirements of the position:

- ✓ Bachelor's degree in Tourism (Travel Agencies), Aviation, Business Administration, or a related field.
- ✓ Professional proficiency in English (spoken and written); additional languages are a plus.
- ✓ Certification in IATA ticketing is highly desirable.
- ✓ Previous experience in ticketing or the travel industry is an advantage.
- ✓ Proficiency in GDS platforms (e.g., Amadeus, Sabre, Galileo).
- ✓ Strong customer service skills with a problem-solving mindset.
- ✓ Ability to work efficiently in a fast-paced, high-pressure environment.
- ✓ Excellent interpersonal and communication skills.

If you are passionate about aviation and enjoy delivering exceptional service, we'd love to hear from you! Join Ticketing Albania and take the next step in your career. 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).

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