

EXTERNAL VACANCY ANNOUNCEMENT



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

Check-in Agent

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)

Check-in and Boarding Process

- Perform the check-in process in compliance with TIA and airline standards.
- Verify passenger documentation (passport, residence permit, etc.) in accordance with the country of destination requirements.
- Weigh baggage and direct passengers with excess weight to the airline for further processing.
- Execute gate and boarding processes in alignment with airline procedures.

Passenger Assistance

- Assist unaccompanied minors throughout the check-in and boarding process as per airline guidelines.
- Support reduced mobility passengers during the check-in process and coordinate their transportation to the aircraft with the First Aid Unit (FAU).
- Provide assistance and respond to passenger inquiries at the Information Desk, both in the terminal and transit area.

Requirements of the position:

- **Educational Background:** Bachelor's degree (preferred)
- **Technical Skills:** Proficient in Microsoft Office suite (Word, Excel, PowerPoint)
- **Teamwork:** Ability to work effectively as part of a team
- **Communication Skills:** Strong communication and interpersonal skills.
- **Language Proficiency:** Upper-intermediate English language skills.
- **Stress Management:** Ability to work under pressure and respond effectively to emergencies.
- **Customer Service:** Commitment to delivering a high standard of service.
- **Work Schedule:** Availability to work in shifts.
- **Integrity:** Demonstrates honesty, reliability, and integrity in all tasks

Application Procedure:

To apply for the above mentioned position the applicants should fulfill the Application Form, which can be found in <https://www.tirana-airport.com/media/documents/174057293867bf090a6280e.pdf>, and submit it via email to human-resources@tirana-airport.com with:

- **Subject:** [Name Surname] – Check-in Agent

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- **Attachments:** Application Form + CV (PDF/Word)

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