



Passenger Service Executive

Job Title: Passenger Service Executive

Reports to: Passenger Service Supervisor

Function: Coordinates the delivery of excellent customer Service while handling passenger reservations, check-in, boarding, reconciliation, etc.

Location:

Key Accountabilities and Responsibilities

- Providing a frontline point of presence for passenger enquiries in a friendly manner.
- Assist passengers with fare quotes, reservations, revalidations, rebooking and upgrades.
- Ensuring all tickets are issued correctly and according to IATA regulations.
- Reconciling cash uplift with ticket sales.
- Block group seats for series and ad hoc group as at when required.
- Issuing excess baggage receipts for excess luggage payments and receipts for no shows, date change.
- Perform random control of passenger's tickets.
- Ensuring special passengers: Passengers with reduced mobility, unaccompanied minors and group passengers are properly documented in the PNR. Assist with transit/transfer passengers
- Process baggage and passengers in line with APL's standards with enthusiasm
- Ensuring that baggage irregularities are followed through to resolution.
- Ensuring that revenue is maximized from excess baggage
- Ensuring special passengers: Passengers with reduced mobility, unaccompanied minors and group passengers are properly documented in the PNR. Assist with transit/transfer passengers

Relationship

- Develop excellent working relationships with all stakeholders;
- Internal: Call Centre, Station Manager, Sales support, IT Support, Revenue Accounting/Management
- External: Travel agents, Other Airlines, IT technicians, Company's bank staff

KEY PERFORMANCE INDICATORS

- Highest level of Customer satisfaction at all times in line with company's set standard
- Execution of all APL ticketing standards and policies
- Meet all ticketing targets given quarterly

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COMPETENCIES AND KEY REQUIREMENTS

- High level of personal credibility
- Good customer relation skill
- Good understanding of Airline products and services
- Teamwork
- Compliance with company procedures
- Coping under pressure

Additional Functions

- Determines eligibility by comparing client information to requirements.
- Informs clients by explaining procedures; answering questions; providing information.
- Maintains communication equipment by reporting problems.
- Maintains and improves quality of results by adhering to standards and guidelines; recommending improved procedures.
- Accomplishes sales and organization mission by completing assigned call centre tasks
- Respond to enquiries from passengers regarding reservation on the phone.
- Resolve all queries arising from reservation issues.

MINIMUM EDUCATION AND WORK EXPERIENCE

- University Degree in social science or similar field. Ability to speak French is a must.
- 3 years' experience
- Interested candidates with the required qualifications should apply with a current resume and other relevant credentials.
- **Application deadline: 23rd April 2021**