



Customer Services Representative Vienna Airport

Job Purpose and Role:

Deliver high-quality, specialized services to our valued guests and support the operation in all customer service activities.

Together with the Executive CSR, you will be responsible for monitoring and supporting the ground handling agent to make sure a high-level of customer service and flight handling are provided, as well as ensuring that internal targets are met and the station is in compliance with its legal obligations.

Duties:

- Check-in control and duties in coordination with handling agent
- Monitor flight handling at arrival / departure / boarding area
- Passenger meet-and-assist services
- Flight preparation and post-departure documentation
- Resolve customer queries and process guest claims
- Communication with flight related vendors
- Crew assistance
- VIP flight handling and preparation
- Maintain various flight-related statistics
- Perform other related duties assigned by head of department

Person Specification:

- Secondary school certificate with 4+ years' experience OR degree-educated with 2+ years' experience
- Good interpersonal, problem-solving skills
- Self-motivated, adaptable and able to work under pressure
- Team oriented but can also work independently, with minimal supervision
- Fluency in English and German
- Reliable and flexible to work outside of scheduled duty times (according to operational necessity or in the event of unanticipated circumstances)
- Must possess legal ability to work in Austria (without sponsorship)

Employment contract and benefits in accordance with Collective Agreement for Foreign Airlines
Minimum gross salary € 2.434,37 per month, negotiable

**If you are looking for a new challenge, email a detailed CV and personal statement in English,
outlining how you meet the above person specification to:**

Human Resources
CGUMPEL@saudia.com