



**Indira Gandhi National Open University  
Campus Placement Cell  
Maidan Garhi, New Delhi-110068**

**Campus Placement Drive for Air India SATS Pvt.Ltd.**

**At**

**Convention Centre, IGNOU Campus, Maidan Garhi, New Delhi-110068.**

**On**

**Dated : 15 February 2023**

**(Reporting and Registration: 9.30-10.30am)**

**(Pre-placement talk: 11.00 am)**

## **Job Description& Details**

### **Positions**

Customer Service Executive

### **Nature of Employment**

Permanent

### **Key Responsibilities**

- Performing all the procedures related to arrival, departure and boarding for the flight
- Handle denied boarding process and compensation
- Make boarding announcements and manage the boarding process, manage upgrades and downgrades, handling stand by list, reconciliation of passenger numbers with aircraft documents prior to departure.
- Directs passengers from aircraft through controls.
- Arrange for transfer desk/connection services and baggage recheck.
- Initiate pre-flight/post-flight work.
- Meet Arrival flight and prepare & handle MHB reports/cases professionally.
- Ensure proper and correct information/guidance to passengers.
- Consult Supervisor in case of difficult situations.
- Handling delayed and cancelled operations.
- Awareness/implementation of policies and procedures of the airlines.

- Maintain proper communication with the supervisor. Develop teamwork to have smooth handling.
- Coordination with colleagues in various areas for on time departure.
- Responsible and accountable for overall quality, safety and security of operations in the assigned area of work.
- Responsible for reporting to his supervisors' occurrences, events, violations and acts that may affect safety, security and company reputation

### **Key Skills**

- Should be service oriented
- Candidate should be willing to work in night shifts
- Good communicator and able to relate to all levels of staff
- A team player at handling cross-sectional team
- Excellent customer service and interpersonal skills.
- Positive attitude with the natural ability to provide excellent service in a team environment, dealing with people from many cultures.
- Ability to work in a fast passed, constantly changing environment
- Excellent personal presentation
- Ability to adopt to various computerized systems
- A team player with the ability to lead and manage cross-sectional team
- Ability to adopt to various computerized systems
- Ability to understand and interpret customer airlines operational manuals

### **Salary & Incentives**

22,520 Gross plus PF/Gratuity/Ex-Garcia & Health benefits

### **Work Experience**

Experience – 0 to 2 Years

### **Academic Qualification**

Education: Graduation

### **Age**

Maximum 28 years of Age

## Posting Location

IGI Airport, Terminal 3-New Delhi 110037

## Career Path

Internal job posting & Yearly Performance Appraisals

## Selection Process

Group Discussion - Yes

Interview – (Final Round)

### **IMPORTANT NOTE:**

- Applicants must be having a **valid Indian Passport issued after 2019**. Those who have applied for a Passport shall also be considered on production of proof of having applied for Passport.
- A brief introductory session (Pre-placement-talk) highlighting company profile, job requirements, CTC etc. will be conducted before the placement drive.
- Applicants are required to carry **two copies of their updated Resume/CV and IGNOU ID Card (two copies)**
- The selection process may continue till late evening. Applicants are advised to come prepared to stay till late evening.
- **Applicants reporting after 11.00 AM shall not be allowed to participate in the Placement Drive. Canteens in the Campus are not open.**

### **For more information and registration for placement**

Call between 10:30 AM to 6 PM

Contact persons from company side.

(i) Mr. Yogesh/Chandan - 7291984437

And/or

(ii) Director (CPC) IGNOU office Phone No. 011-29571114

**Director  
Campus Placement Cell**