

Job Opportunity

Senior Airport Services Agent | Tehran

We are pleased to announce an incredibly exciting opportunity to join our Ground Services team as Senior Airport Services Agent in Tehran, Iran. .

The successful applicant will be responsible for providing quality service to passengers in respect to check-in, boarding, special services, lounges, and baggage services as per QR's commercial and safety standards and procedures ensuring passengers and their baggage are handled in a consistent manner..

Key Responsibilities

- ✎ Constant liaison with Check-in, transfer desk, and other related areas for the smooth acceptance of passenger
- ✎ Work with GHA and ensure smooth passenger handling.
- ✎ Assist passengers in regards to entry requirements, visas, residence permits etc.
- ✎ Ensure passengers are assisted smoothly through airport facilities.
- ✎ Performs other related duties, as assigned, for the purposes of ensuring the efficient and effective function of the work unit.

Qualifications

- ✎ Trade or Vocational qualification
- ✎ Minimum 3 years of job-related experience required with at least 1 year of relevant experience in Airport Operations of a leading airline.
- ✎ Excellent communication skills with fluency in English language.
- ✎ DCS experience and knowledge of ticketing is an advantage for this job
- ✎ Able to manage mishandled baggage services, including service recovery situations with customers
- ✎ Ideally completed courses in Passenger Handling and Customer Services
- ✎ High level of computer literacy
- ✎ Excellent customer focus and service delivery.

If interested please apply online on:

<https://careers.qatarairways.com/global/en/job/170469/Senior-Airport-Services-Agent-Tehran>