



CUSTOMER SERVICE EXECUTIVE

We are inviting applications for the position of **Customer Service Executive**. The details are tabulated below:

Designation	Customer Service Executive
Location	PAN India
Minimum Educational Qualification	<ul style="list-style-type: none">• Graduate with technical certifications• BCA, BSc IT, B-Tech Degree or equivalent experience
Reporting Manager	Airport Manager

Role & Responsibilities:

- To assist in handling and managing all aspects of Vistara operations and customer services at the airport including check-in, boarding, ramp handling, arrival & baggage services, in an efficient and professional manner.

Customer Service & Operations:

- Ensure Vistara operates in a safe and secure environment, by complying with internal and external operating standards and procedures.
- Ensure that Vistara upholds high standards of customer service delivery based on guidelines set out by Ground Services Department and Station Management.
- Work closely with service partners (ground handling, catering, engineering, etc.) to achieve flight punctuality and customer satisfaction.

Others:

- Administrative duties including mishandled baggage, catering, flight reports and vendor invoice verification.
- Other duties and projects which may be assigned from time to time.

Skills & Attributes:

- Good communication skills.
- Willingness to work in shifts.
- Possess an aptitude for customer service.

Eligibility:

- Minimum 2 – 4 years of experience in airport operations.
- Amadeus knowledge shall be an added advantage.

TATA SIA Airlines Limited



Application Process:

- Interested candidates are requested to send the applications on the email id groundservices@airvistara.com
(Candidates are requested to specify the job source as "Aviation Jobs" in the subject)

Vistara is an Equal Opportunity Employer & does not solicit any kind of payment for the recruitment procedure.

TATA SIA Airlines Limited

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