



# Indira Gandhi National Open University Campus Placement Cell

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

At  
Convention Centre, IGNOU Campus, Maidan Garhi, New Delhi - 110068  
On  
26<sup>th</sup> February 2020

**Reporting and Registration: 10-11 am**  
**Pre-placement talk: 11 am**

## **Job Description & Details**

### **Position offered**

Customer Service Agent (CSA)

### **Nature of Employment**

Full-time

### **Number of Vacancies**

100, likely to be increased.

### **Key Responsibilities**

- **Floor Walking:** distribute baggage tags and immigration forms to passengers. Greet & guide the passengers.
- **Document Check:** Travel documents (Passport, certificate of Identity, emergency certificate, merchant seamen book), endorsements, visas, health certificate, Airport tax, Customs.
- **Passenger Meet & Assist:** assisting VIP/CIP and family with infants.
- **Pre-flight:** Check for aircraft registration, seat assignment, blocking seats for infants, wheelchair, group passengers and any other passenger as per the request in PNR. Check for any special message for any passenger, taking out the passenger manifest and other related documents for the incoming flight.
- **Post-flight:** Print the final manifest and other flight related documents after the flight is finalized. Take General Documentation (arrival/departure). Checking for the onward flight messages and onward connections for the passengers.

- **Special Handling:** providing assistance to family with infant, wheelchair passengers, and physically challenged passengers.
- **Check-in:** checking the travel documents, asking security questions, issuing boarding passes and tagging the bags to final destinations.
- **Adhere to correct procedures** of acceptance and handling of registered baggage.
- **Announcement:** information and boarding procedure.
- **Documents preparation:** arrival and departure clearance, General Declaration of Crew handling, passenger manifest, seat charts, meal preferences.
- **Excess baggage** collection.
- **Boarding gate function:** arranging Q-managers, pre boarding announcements, stubbing, document check, printing onboard documents.
- Perform any other duties as assigned by the superiors.

### Key Skills

- Good communication skills
- Well-groomed
- Must be ready to work in 24x7 shifts

### Salary & Incentives

The pay for Customer Service Agent pay would be Rs.18000/- Gross+ other allowances like ESIC/PF/Gratuity/Medical Insurance/Bonus/Over Time

### Work Experience

- Fresh Graduates/0-12 months of experience in the relevant field
- Should be able to handle different situations
- Should possess good command over computer application
- Possess openness to new challenges
- Willingness to go beyond the challenges and meet the deadlines
- Possess good communication skills
- Should have the ability to solve problems
- Well groomed & confident
- Should be service oriented

### Academic Qualification

Any Bachelor's Degree

### Age

Between 18-25 years

## Posting Location

IGI Airport, New Delhi

## Career Path

We have career progression to the next levels

## Selection Process

Interview

### **IMPORTANT NOTE:**

- **Applicants must be having a valid Indian Passport issued after 2016.**
- 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) and photocopy of their passport showing the validity period** at the time of interview.
- 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**

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

Call between 10 AM to 6 PM

(i) Mr./Ms. Taruna Sain at. 7838039998 from company side.

And/or

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

(Dr. V. P. Rupam)  
Director  
Campus Placement Cell