



Are you ready for your next career step in Singapore Airlines? Do you want to build your portfolio of capabilities? Then now is the time! Become a member of our Customer Services Team.

We are now inviting suitable candidates to apply for the position of:

## **Customer Services Agent 100%**

for our Traffic Office at Zurich Airport (ZRH)

### **Your Role**

- Carry out all passenger handling and traffic operations functions, including:
  - Pre-flight preparations for arrivals and departures
  - Check-in, gate duties, boarding and post-flight operations
  - Arrival assistance including customs and immigration
- Administrate and monitor customer services matters (inflight meals/compliments and complaints/baggage) for Zurich station as assigned
- Ensuring a high level of safety and operational efficiency for our flights and that service partners adhere to Singapore Airlines standards
- Monitor handling agents at check-in, arrival and boarding areas
- Effective communication with passengers on the visa and relevant documents required for travel
- Assist with lost and found enquiries in coordination with relevant parties
- Attend to operational email correspondence and ensure timely follow-up
- Improving customer services by analyzing customer feedback and trailing new ideas
- Ensure procedures for accountable documents and cash collection/payments are followed as per financial manual
- Ensure on time and accurate invoice verification and payment process
- Customer-facing role at the airport which requires operating on shifts (including weekends and public holidays)

### **Requirements / Competences:**

- Commercial apprenticeship, with airline or tourism background and at least 1-3 years working experience
- Good oral and written communication skills in German and English
- Good customer servicing skills and enjoy interacting with people of all levels
- Good cross-cultural communications and complaint resolution skills
- Able to work both independently and in a team
- Good knowledge of Microsoft Office 365

This position is to be filled by appointment.

Please send your application by email to [dech\\_recruitment@singaporeair.com.sg](mailto:dech_recruitment@singaporeair.com.sg)

Your application should include cover letter, CV, work certificates and your salary expectation.

For any questions or preliminary information please contact Sean Chan ([Sean.Chan@singaporeair.com.sg](mailto:Sean.Chan@singaporeair.com.sg))

Only applications sent by email can be considered.