

Service Agent Check-in

Our passengers often have their first contact with our company at the check-in counter on the day of their departure. This is why customer-oriented and professional processes during this initial contact are particularly important. The Service Agent assists in all the Station's check-in activities thereby ensuring that the various procedures are handled in an efficient and service-oriented way. Depending on daily disposition and the focus of the assignment, the following lists some of the many tasks of a Service Agent:

- Welcome Service, receiving and informing incoming passengers
- Supportive assignments in various passenger service areas (i.e. passing on information, advising and supporting passengers using self-service kiosks)
- Boarding and arrival services
- Checking-in passengers

A diverse and exciting job, which is different every day and continuously poses new challenges for the check-in team. With service and charm, Service Agents shape the customers' image of our company.

Facts

At our Lufthansa stations Frankfurt, Hamburg, Cologne, Munich and Stuttgart we offer different working time models, which are based on an annual working time account.

Our annual working time models are flexible and are set-up so that your assignments vary according to operational needs. Working in different shifts may be necessary.

For more information about the contract details please check the job offers in www.Be-Lufthansa.com – jobs which will be posted as soon as there are vacant Check-In positions at one of our stations.

Remuneration

The remuneration depends on the respective contract model and duration. For more information about the contract details and remuneration please check the job offers in www.Be-Lufthansa.com – jobs which will be posted as soon as there are vacant Check-In positions at one of our stations.

Training and probation

- Theoretical training: content and duration depending on the assignment area
- Training on the job with experienced colleagues
- Further development in daily job routine
- Probation period: depending on the contract period.

Requirements

- High level of service orientation
- Sociable with strong communication skills
- Sense of responsibility and dependability
- Team-capable
- Diplomatic even in difficult situations
- High level of flexibility
- Good perception and adaptability
- Polite and friendly manner
- Well-groomed outward appearance
- Intercultural competence
- Average educational achievement (completed vocational training or university entrance qualification is advantageous)
- At least 18 years of age
- Speaks and writes German fluently
- Good spoken and written English language skills
- Good PC user know-how
- Suitable to PC monitor and shift work

Please apply online

under www.Be-Lufthansa.com - Jobs - Passenger Services / Operations - Service Agent Check-in.

However before you apply, please find out whether we currently require personnel under the menu option "Current personnel needs" at the same above-listed link.