

## Service Agent Customer Care - Assistance services at Frankfurt Airport for Fracares (Joint Venture Fraport and Lufthansa)

Lufthansa offers special services to children traveling on their own, passengers requiring assistance or who are restricted in their mobility: our Customer Care department is an assistance service that aids all guests who need a helping hand or support during boarding, transferring or disembarking at the airport.

Depending on the daily disposition and assignment focus, the duties of a Service Agent Customer Care include:

- Meeting and accompanying passengers, who are elderly, require assistance or are limited in their mobility
- Caring for children who are traveling alone
- Checking documents
- Assistance at baggage arrival or when transporting baggage
- Carrying out passenger transportation
- Personal accompaniment and assistance during waiting periods and for onward transportation

### Facts

- We are offering various part-time models. Please check the current job offers for details.
- The duty rosters are set-up on a monthly basis
- The shifts will be arranged according to operational needs.
- The working contract is limited to one year.
- The probation period is 6 months.
- Vacation time is calculated proportionately (based on 25 days a year for full-time staff).

### Remuneration

The full-time (37.5 hrs/week) gross salary is 1667.59 Euro. The salary is paid on a monthly basis. You will additionally receive a 13<sup>th</sup> monthly salary as well as a vacation allowance and time premiums for working Sundays, holidays and late shifts.

## Requirements

- High level of service orientation
- High level of flexibility
- Sociable with strong communication skills
- Team-capable
- Good physical condition
- Good perception and adaptability
- Polite and friendly manner, well-groomed outward appearance
- Tattoos are not allowed if visible fully dressed
- Diplomatic even in difficult situations
- Sense of responsibility and dependability
- Average educational achievement (completed vocational training or university entrance qualification advantageous)
- At least 18 years of age
- Drivers license (equivalent to German classification 3/B)
- Speaks and writes German fluently
- Good spoken and written English language skills
- Suitable to shift work

### **Please apply online**

under [www.Be-Lufthansa.com](http://www.Be-Lufthansa.com) - Jobs - Passenger Services / Operations - Service Agent Customer Care.

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.