

Service Agent Lost & Found at Frankfurt Airport

During each flight, Lufthansa not only transports many passengers but also a multitude of suitcases and bags. If a piece of baggage arrives in Frankfurt damaged or it cannot be found, then the customer contacts the Lufthansa Baggage Tracing office.

The Service Agent Lost & Found helps our guests with all baggage irregularities and ensures that they receive quick, dependable and friendly service at all times.

The duties of a Service Agent Lost & Found include:

- Monitoring and ensuring the timely delivery of baggage
- Informing and advising guests
- Arranging announcements for passengers or flights
- Registering damage or loss reports and entering them into the EDP

Facts

- We are offering various part-time models with annual working time:
- 1st model: averaging 20 hours a week
- 2nd model: averaging 30 hours a week
- The working contract is initially limited to one year and can be prolonged.
- Vacation time is calculated proportionately (based on 25 days a year for full-time staff working 37.5 hours a week).

Training and probation

- Training: 8 working days + on-the-job instruction on 14 working days
- Probation period: 6 months

Remuneration

Starting gross salary:

- 20 hrs./week: € 892.57 (after orientation period of at least 3 months: € 927.35) + time premiums if they apply
- 30 hrs./week: € 1,338.86 (after orientation period of at least 3 months: € 1,391.02) + time premiums if they apply

The salary is paid on a monthly basis.

You will additionally receive a 13th monthly salary as well as a vacation allowance.

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 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 Lost & Found.

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.