

Air China Vienna office is currently looking for a **full-time**



Airport Service Agent

Location: Vienna Airport

Start Date: immediately

Airport Service Agent / Station Support Agent

Ensure the airport operation works smoothly and responds to the quality standards. Assist the Station Manager and coordinate with the handling agent staffs and other providers.

General Duties:

- Assist the Station Manager in the daily management of the flights
- Coordinate with the ground handling company for passenger and cargo activities
- Ensure the airline standards are met for passenger Check-In, transfer desk, special services and boarding
- Check the standard quality for baggage service, monitor the performance and liaise with the tracing department
- Deal with special situations, irregularities, complaints, etc.
- Handle special requirements from passengers, assist with groups and verify the standards for special categories (UM, PRM, etc.)
- Do the administrative paperwork, collect and fill out relevant forms and reports
- Provide a proactive service to ensure the best service of passenger and cargo activities

Experience and Qualifications:

- Technical or commercial background, relevant working experience in airline field is a bonus.
- Fluent in German and English. Chinese knowledge preferably
- Customer-oriented, stress resistant, team spirit, computer literate
- Knowledge of standard passenger handling procedures

What we offer:

- Salary: Negotiable basing on individual working experience and personal achievement and performance. 40 hours weekly
- Working contract and benefits in accordance with the local Collective Bargaining Agreement
- A friendly motivated team, pleasant working environment

About Air China:

Air China is China's exclusive national flag carrier of civil aviation, a member of the Star Alliance, the world's largest alliance member. As of March 31, 2023, Air China (including its holding companies) owns a total of 898 aircrafts of various types, mainly by Boeing and Airbus, with an average lifespan of 8.9 years. Through its collaboration with other Star Alliance member airlines, the company's route

network has further extended to 1200 destinations in more than 180 countries.

Starting from May 5, 2014, Air China has launched non-stop service from Vienna to Beijing, using Airbus A350-900 aircraft. This route has made a major contribution to facilitate the communication between Vienna and all regions in China, which strongly benefits the economy and tourism developments of both countries.

To apply for this vacancy, please send your CV and motivation letter in English and German to vieairport@airchina.at