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Air India Careers – Freshers Jobs – Front Office Coordinator Posts

Hiring organization
Air India

Job Location

India

Remote work from: IN; DE; US; AU; NZ; HK; JP; KZ; MY; SG; TW; TH; UZ; VN; AT; BY; BE; DK; FR; GR; NL; RU; ES; CH; UK; GB; DZ; KW; MA; QA; SA; MX; AE; CA; GT; DO

Date posted

March 19, 2024

Valid through

31.08.2024

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Base Salary

USD 13 - USD 25

Qualifications

Graduate, Post Graduate

Employment Type

Full-time

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Description

Air India Careers

About Air India

Air India, a national carrier steeped in rich tradition, connects India to the world and the world to India. Known for its signature Maharaja hospitality, Air India boasts an extensive network spanning over 100 destinations across the globe. As a front-runner in the aviation industry, Air India is continuously innovating to provide a world-class travel experience.

Why Join Us as a Front Office Coordinator (Remote)

Embark on an exciting career journey with Air India as a Front Office Coordinator! In this remote role, you'll be the first point of contact for our valued customers, playing a pivotal role in ensuring a seamless and delightful travel experience. You'll leverage your exceptional communication and organizational skills to assist customers with inquiries, reservations, and ticketing. This dynamic position offers the opportunity to work from the comfort of your own space, while contributing to the continued success of a leading airline.

The Position

Air India is seeking a highly motivated and customer-centric individual to join our growing team as a Front Office Coordinator (Remote).

Job Summary

As a Front Office Coordinator, you'll be the heart of our customer service, providing exceptional support to passengers via phone, email, and chat. Your responsibilities will encompass a range of tasks, including:

- Responding promptly and professionally to customer inquiries regarding reservations, ticketing, flight schedules, baggage allowance, and other travel-related concerns.
- Processing flight reservations and ticket issuance according to company policies and procedures.
- Providing clear and accurate information on flight schedules, routes, fares, and travel regulations.
- Addressing customer concerns and complaints with empathy and a solution-oriented approach, ensuring a positive resolution.
- Maintaining accurate records of customer interactions and transactions.
- Contributing to a positive and efficient work environment by collaborating effectively with colleagues across different departments.

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Air India Careers

Key Responsibilities

- Possess a deep understanding of Air India's products and services, including flight schedules, fares, and travel regulations.
- Deliver exceptional customer service, consistently exceeding expectations with a friendly, courteous, and professional demeanor.
- Demonstrate strong communication skills, both written and verbal, with the ability to clearly explain complex information in a concise and easy-to-understand manner.
- Possess excellent active listening skills to understand customer needs and concerns effectively.
- Utilize problem-solving skills to identify and resolve customer issues efficiently.
- Meticulously maintain accurate records and documentation.
- Work collaboratively with colleagues in other departments to ensure seamless customer service.
- Adapt to a fast-paced work environment and prioritize tasks effectively.
- Thrive in a remote work setting and possess strong self-management skills.

Required Skills and Qualifications

- High school diploma or equivalent.
- Minimum 1 year of experience in a customer service role (preferred).
- Experience in the travel industry is a plus (not mandatory).
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook).
- Excellent written and verbal communication skills in English.
- Strong analytical and problem-solving skills.
- Ability to prioritize tasks effectively and manage time efficiently.
- Detail-oriented with a commitment to accuracy.
- Proficient in using computers and navigating various software applications.
- Ability to work independently and as part of a team.

Experience

This role is open to both freshers and experienced candidates. While experience in the travel industry is a plus, it is not mandatory. We are looking for individuals with a strong foundation in customer service and a passion for exceeding expectations.

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Air India Jobs Near Me

Why Join Air India

As a Front Office Coordinator at Air India, you'll be part of a dynamic and growing team within a leading airline. We offer a competitive compensation package along with various benefits such as:

- **Growth Opportunities:** Air India is committed to fostering a culture of learning and development. We offer opportunities for career advancement within the company.
- **Work-Life Balance:** This remote position allows you to work from the comfort of your own space, providing flexibility and a healthy work-life balance.
- **Global Network:** As an Air India employee, you'll enjoy travel benefits and discounts on flights, allowing you to explore the world with ease.
- **Positive Work Environment:** We foster a collaborative and supportive work environment where your contributions are valued.

Application Process

To apply, please submit your resume and cover letter online.

Motivate to Join

Are you ready to take your customer service skills to new heights? Do you have a passion for travel and a desire to contribute to the success of a leading airline? If so, we encourage you to apply! Join our team and embark on a rewarding career journey with Air India.

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