

Salary Details (CTC + Travel Allowance) below

	Metro	Non Metro
Officer	2 - 2.75	1.75 - 2.5

Additional Allowances per month:

- Rs 7500/- (Metro)
- Rs 6000/- (Non Metro)

Location – Indore

Mumbai

Ahmedabad

Rajkot

Aurangabad

Experience – Fresher

JOB DESCRIPTION

Officer – AO&CS in the role of Customer Service
(OUText – Customer Service)

Job purpose:

To carry out safe and secure on time operations in accordance with the ground operations manual and all applicable procedures.

Key responsibilities and accountabilities:

Assist customers through all procedures related to arrivals & departures in the following activities.

Reservations & ticketing:

- Making reservations across the counter
- Selling of tickets.
- Remitting cash to the concerned department.
- Answering customer queries over the telephone.

Departures

- Attend the pre – flight and post flight briefings.
- Setting up of check in counters.
- Screening of checked in baggage.
- Maintain high quality of Check in procedures.
- To assist customers with special requests.

Arrivals

- To assist customers with special requests.

- To assist customers with Mishandled / damaged baggage. Prepare all required reports for the same.
- Co-ordination with the baggage vendor for the damaged bags.
- Follow up with the en-route stations regarding lost baggage.

Post flight departure

- Filing of all necessary flight papers
- Any other responsibility assigned by the management from time to time

“Be aware of and comply with his / her safety responsibilities and accountabilities as laid down in the IndiGo SMS Manual, Chapter Safety Policy and Objectives.”