



Job Situation

Office and service counter at airport. Working with public. Computers, phones, and intercoms. Reporting to Customer Service Manager. Shift work.

Weekly Hours of Work

40

Overtime

Monthly Salary

\$2,700

Student Loan – Owing

Student Loan – Monthly Payment

Duties

Prepare and issue tickets and itineraries. Assign seats, prepare boarding passes. Check and tag baggage. Assist passengers in pre-boarding. Complete customs forms. Answer customer complaints and inquiries.

Prospects

Supervisory or managerial positions in travel or variable customer service lines. Travel consultant. Import/export trade positions.

Job Title

Customer Service Agent

National Occupational Classification (NOC)

1453

Job Description

The Customer Service Agent is an airline company's frontline contact with the flying public. You are directly responsible for maintaining the airline's public image. You provide information on fares and schedules, sell tickets, assign seats, and assist special needs passengers to the boarding gate. You are one of the people who keep passengers and their baggage moving smoothly through busy airports and into the sky.

There are surges of activity when the flights leave. Many passengers, especially the business passengers, arrive late, or with excess baggage. The service agents are kept on the move until the aircraft doors are sealed and the plane taxis to the runway. Airlines don't like to delay a flight because it impacts on schedules and connections across the country— or the world.

When flights are delayed, baggage is lost or tickets misplaced, customers' tempers can fly too. This job requires superior problem-solving and people handling skills. Quick thinking, calm under pressure and a smile that won't quit are the marks of a good agent. Your boss often sends you to sort out a problem a passenger is having because you are always courteous and manage to fix the problem promptly. You understand that passengers are often stressed out for a variety of reasons related to air travel.

Agents give careful attention to documentation and reservations, keep up-to-date on the schedules and prices of airlines world-wide. You use computers routinely and co-operate closely with the flight crews and baggage handlers. The hectic, often crisis driven atmosphere at the ticket desk makes for a strong "team spirit" amongst coworkers. Agents are well placed to learn a great deal about the travel industry. People who develop business skills and have managerial ability can advance to senior positions or start their own businesses.