

Passenger Service Agent at Charles-de-Gaulle Airport, Paris

Position

Job titre

Passenger Service Agent F/M (*In French, Agent de Trafic Passagers F/H*)

Location

Japan Airlines Co., Ltd. / Charles-de-Gaulle Airport, France

Section

CDGKKU

Contract type

Full-time basis permanent employment contract

Pay Range

To be determined based on profile and experience

Job Summary

At the Terminal 2E of Charles-de-Gaulle Airport (Paris), as a Passenger Service Agent, you represent our company to our passengers as well as to our service providers and convey the values specific to our company. You will play a key role in the satisfaction and loyalty of our customers.

Job Description

Missions include but are not limited to the following:

- Welcoming and assisting our customers departing from Paris/arriving to Paris;
- Ensuring the verification of travel documents with customers;
- Handling baggage and ensure it is checked in correctly;
- Providing assistance for passengers in the event of flight irregularities;
- Handling requests related to lost luggage and lost/found items;
- Resolving customer complaints and concerns;
- Assisting customers with special needs, including those with disabilities;
- Coordinating with other airport staff to ensure smooth service transitions;
- Ensuring compliance with security regulations and procedures;

- Maintaining accurate records and documentation;
- Contributing to achieving operational, economic, and societal objectives.

Requirements

- Work permit in France (no visa support available);
- 2 years of higher education after high school;
- 2 to 5 years of relevant experiences in customer handling, preferably within airline or other travel industry;
- Excellent verbal communication in French, in Japanese and in English;
- Ability to manage irregular situations with calm and efficiency;
- Sense of service, punctuality, and team spirit;
- Good command of digital tools;
- Driving licence.

Conditions

- Working Location: Charles-de-Gaulle Airport
- Working Hours: 36 hours 40/week (Rotating shift) with 11 RTT/year
- Working Days: To be defined by roster arrangement. Work 5 days + off 2 days/week.
- Salary Package: Basic + Over time pays + allowances
- Benefits: Coverage of mandatory health insurance, annual health check program, contribution to transport cost and to meal vouchers, staff travel program, CSE (the Social and Economic Committee, = Staff representative), etc.

Selection Process

- 1) Screening by CDGKKU direction and HR
- 2) In-person interview with CDGKKU direction and HR
- 3) In-person interviews with managers/staff of the section (in English if necessary) at CDG or in Paris office

The employment contract is expected for the first quarter of 2025.

You will be required to work evening hours (or even night hours depending on service needs), weekends, or holidays, according to a schedule defined around the 25th of each month for the following month.

If you have the required qualifications for the position and are passionate about airline activities and wish to join a dynamic and caring team, we would be delighted to meet you.

How to Apply

Send your CV with cover letter in French and in English or in French and in Japanese to the following address

recruit-par@jal.com

E-mail subject: <CDGKKU>LAST NAME/FIRST NAME

■募集概要

- 募集職種：空港における旅客サービス担当正社員

- 採用予定数：2名

■雇用条件

- 雇用形態：正社員

- 勤務地：パリ（フランス）、シャルル・ド・ゴール空港ターミナル 2E

- 勤務時間：原則、1週間36時間40分のシフト勤務

- 休日：原則、週2日（各月の勤務割表による）

- 福利厚生：各種保険、健康診断、交通費補助、昼食代補助、JALスタッフトラベル制度、従業員代表委員会等

- 勤務開始：2025年第1四半期から

- 給与：経験等を考慮のうえ決定

■応募資格等：

- 仏において就労できるステイタスを所持していること（ビザ取得サポートはしておりません）

- 土日、祝祭日、年末年始を問わずシフト勤務が可能な方

- 運転免許をお持ちの方

- 短大・専門学校卒以上の学歴

- 航空会社、旅行会社勤務経験者優遇

- フランス語・英語・日本語必須

■応募方法：フランス語と英語、もしくはフランス語と日本語で履歴書と応募動機書を下記にお送りください。件名は「【CDGKKU】LAST NAME/FIRST NAME」として下さい。書類選考のうえ、面接を受けて頂く方にのみ、日時・場所をご連絡致します。なお、電話による問い合わせはお受けできませんので予めご了承ください。

日本航空株式会社パリ支店総務セクション recruit-par@jal.com