

TOC

JOB DESCRIPTION**VIETNAM AIRLINES REPRESENTATIVE**

Company	TAN SON NHAT OPERATION CENTER
Department	PASSENGER SERVICE DEPARTMENT

I. Job Description

VNA' Representative Officer is responsible for:

- Organization of all activities related to VNA flight operation in international terminal at Tan Son Nhat Airport. Responsible for the proper procedures, policies and ground operations VNA flights to/from Japan.
- Supervising all activities of handling companies' services concerning customer services to ensure that meets customers' expectation in the following activities: check in procedures, concept, service standards, special handling/assistance (handicapped persons, unaccompanied minors, medical cases, pets in aircraft cabin, lost and found service, variety of language spoken, automation, queue control, signs, announcements, short distances, quick transfers, lounge service, restaurants...)
- Handling of irregularities concerning to the flights and passengers (delays, cancellation, airport closure, oversales, denied boarding, denied immigration/entry, passenger sickness/injury, bomb treats, hijacking, diversion, missed connecting flight, go-show passenger, ID/AD passenger...)
- Handling of complaints, claims from customers and maintaining profitable relationship with customers on behalf of VNA.
- Feedbacks and reporting to Manager for continuously improving VNA services.
- Representing of VNA image.

II. Working condition

- Working at Tan Son Nhat Airport, HoChiMinh City, Vietnam.
- Working on shift, nights, weekends and holidays.
- Working in a team with other members who are not of the same nationality.
- Appearance at all times must represent VNA image.
- Fast-paced environment: subject to numerous schedule and priority changes and short notice activity.

III. Relationships

- Internal: Other department of the company
- External:
 - + Other airlines
 - + Ground handling service company
 - + Authorities: Customs, Immigration, Police...
 - + Airport Operation: Southern Airport Authorities (SSA)
 - + Others companies belongs to VNA: Crew, Cabin Crew, Aircraft Maintenance...