

Job Title: Airport Client Engagement Representative

Job Description:

- Excellent interpersonal skills with the ability to engage and connect with diverse customer demographics
- Strong customer service orientation, demonstrating patience, empathy, and problem-solving skills
- Knowledge of the local area, including popular destinations and routes, to provide helpful insights to customers
- Ability to handle customer inquiries, concerns, and objections effectively, with a focus on converting inquiries into bookings
- Adaptability to different communication styles and preferences of customers
- Quick decision-making abilities to address immediate customer needs or concerns
- Familiarity with common challenges and issues faced by travellers at airports and the ability to offer solutions
- Confidence in approaching and initiating conversations with potential customers
- Adept at building rapport and trust with customers to encourage repeat business and positive word-of-mouth
- Knowledge of competitor services and the ability to highlight unique selling points to potential customers

Qualification & Experience:

- Bachelor's degree in any stream
- At least 1-5 years of experience working in sales or a similar role
- Familiarity with the local area and routes
- Multilingual abilities English, Hindi and Marathi (Optional)

If you possess these skills and are passionate about delivering excellent customer service, we invite you to apply and become a valuable member of our airport customer service team.

Location

Pune: Aero city mall

To effectively engage customers and provide guidance on services, it is essential to actively navigate the floor, addressing queries at the desk and fostering connections that lead to conversions.

