

IUL:E2/IL/2026/12

Assistant Passenger Services Officer (X 2)

Requirement / Qualifications:

- Completed GCE O'level (minimum 3 passes including English) OR
- Minimum 2 Years of experience in a related field

Employment Type: Contract (1 year)

Key responsibilities:

- Welcome and assist passengers at check-in counters and throughout the airport terminal, providing courteous and professional customer experience.
- Verify passenger travel documents, tickets, and identification to ensure compliance with airline and regulatory requirements.
- Respond to passenger enquiries regarding flight schedules, delays, gate changes, baggage allowances, and other travel-related matters.
- Assign seats and provide passengers with information on seating arrangements and boarding procedures.
- Process passenger baggage by inspecting, weighing, tagging, and checking it in, including collecting excess baggage charges where applicable.
- Print and attach baggage tags accurately and ensure baggage is processed in accordance with airline procedures.
- Issue boarding passes and ensure all travel documentation is complete and accurate.
- Conduct visual checks to ensure passengers are not carrying prohibited or dangerous items and refer to any concerns in accordance with security procedures.
- Direct passengers to the appropriate boarding gates and provide clear travel information and assistance.
- Communicate flight updates, delays, cancellations, and other operational changes to passengers in a timely and professional manner.
- Perform any other duties assigned that are relevant to the role and support the efficient operation of passenger services.

Skills and Attributes:

- Be self-motivated and a team player.
- Must have a positive attitude and great customer service skills.
- Be able to handle irate and disgruntled customers.
- Must be able to work under pressure and meet deadlines, while maintaining a positive attitude.
- Able to work shifts including nights, weekends, holidays, and varying schedules.
- Be able to work extended shifts when required due to varying flight schedules, manpower shortage and seasonal needs.

Benefits

- Basic Salary: MVR 6,080/-
- Service Allowance: MVR 3,450/-
- Additional Benefits will be paid as per company policy.

To be attached with the Curriculum Vitae:

Addu International Airport Pvt. Ltd.'s Job Application Form. (The form can be downloaded from our website)

Photocopy of the applicant's National Identity Card.

Passport size photo of the applicant.

Educational certificate photocopies.

Reference letter

Police report (not less than 4 months from the date of issuance)

Deadline: 29th July 2026

Interested candidates may submit their applications online through the following link

<https://jobs.ganairport.com/>