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AIRPORTS

Post: Assistant Officer, Passenger Services

Department: Airport Operations Division / Passenger Services Department

No. Of Vacancies: 4

Duty Type: Shift Duty

Deadline: 15:00hrs, 30 June 2022

Ref No: 116-K2/IL/2022/201

Job Description

Maldives Airports Company Limited is seeking to recruit talented and qualified individual to the position of Assistant Officer, Passenger Services at Passenger Services Department. The successful candidates will be accountable to support MACL's International Passenger Handling unit in providing customer liaison and provision of check-in, departure, arrival, transit, transfer assistance for international passengers while delivering an excellent service and ensuring safe and secure operations.

Key Responsibilities

- Meeting and greeting customers with a warm smile, answering questions, assigning seats, dealing with special requests, and making sure passengers travel safely.
- Accept passenger's baggage complying with standards for weight, dimensions, safety, and security.
- Carry out the necessary travel documents checks with help of TIMATIC and process API as per airline's and government's requirements

- Coordinate and properly communicate with other work areas, units, sections, customer airlines and stake holders during flight handling.
- Receive customers near the aircraft and ensure they are safely guided through arrival, transit, and transit formalities.

Qualification & Experience

- GCE A'level standard **or**
- GCE O'Level with atleast 2 years' experience in a related field.
- Experience in customer service (preferred).

Benefits

- Competitive Salary
- Free motorcycle parking
- Study loan scheme for children
- Health Insurance
- Staff Gym Facilities
- Staff Development Scheme
- Free Transportation
- Staff Loan Scheme

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