

EXTERNAL VACANCY ANNOUNCEMENT



Tirana International Airport SHPK (TIA) is seeking to hire a

E – GATE AGENT

who will report to the **Customer Experience Manager** of the company.

Main tasks and responsibilities of the position:

(for indicative purposes only. The responsibilities listed below can be subject of change upon recruitment)

- Responsible to assist and provide information to the passengers on automated passport control system.
- Responsible to identify EU / NON-EU Passports.
- Responsible to ensure information and answer enquires about the procedure that must be followed at E Gate.
- Provide assistance to the Information Desk, if required
- Responsible to report any operational issues to Customer Experience Specialist

Requirements of the position:

- Bachelor degree preferred
- Ability to work effectively as part of a team
- Very good communication and interpersonal skills
- Intermediate level of English language
- Ability to work under stress and respond to emergencies
- Committed to providing a high standard of service
- Honest, reliable and with integrity

To apply for the above mentioned position the applicants should fulfill the Application Form, which can be found in the following website: www.tirana-airport.com and submit it together with a recent CV to the following address: human-resources@tirana-airport.com , or to the reception of the Administration Building (Rinas).

Human Resources Department will contact only candidates selected from the documentation screening.