

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

Ticketing Agent

who will report to the ***Ticketing Supervisor*** 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)

- Issue and revalidate flight tickets using Global Distribution Systems (GDS) such as Amadeus, Sabre, or Galileo.
- Assist passengers with booking, itinerary changes, seat selection, and additional luggage requests.
- Process payments securely and handle refunds, rebooking, and ticket cancellations.
- Provide passengers with accurate travel information, including flight schedules, restrictions, and policies.
- Maintain accurate records of ticketing transactions and reports.
- Collaborate with airline staff and airport authorities to ensure smooth operations.
- Address customer inquiries and provide solutions to travel-related issues with a positive and professional approach.

Requirements of the position:

- Bachelor's degree in Tourism (Travel Agencies), Aviation, Business Administration, or a related field.
- Professional proficiency in English (spoken and written); additional languages are a plus.
- Certification in IATA ticketing is highly desirable.
- Previous experience in ticketing or the travel industry is an advantage.
- Proficiency in GDS platforms (e.g., Amadeus, Sabre, Galileo).
- Strong customer service skills with a problem-solving mindset.
- Ability to work efficiently in a fast-paced, high-pressure environment.
- Excellent interpersonal and communication skills.

Application Procedure:

To apply for the above mentioned position the applicants should fulfill the Application Form, which can be found in [Tirana International Airport](#), and submit it via email to **human-resources@tirana-airport.com** with:

- Subject: [Name Surname] – **Ticketing Agent**
- Attachments: Application Form + CV (PDF/Word)

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

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