



<https://www.workolic.com/job/akasa-air-recruitment/>

Akasa Air Recruitment 2025 Application Form Portal

Description

Akasa Air is a leading airline committed to providing exceptional travel experiences. As part of our continuous growth, we are seeking dynamic individuals to join our team as Customer Service Representatives. If you are passionate about delivering outstanding customer service in the aviation industry, this is an exciting opportunity for you.

Responsibilities

- **Customer Interaction:** Interact with customers via multiple channels, including phone, email, and chat, to address inquiries, bookings, and provide assistance.
- **Booking Assistance:** Assist customers in making and modifying flight reservations, processing payments, and ensuring accurate booking information.
- **Issue Resolution:** Resolve customer concerns, complaints, and issues promptly, ensuring customer satisfaction and maintaining a positive brand image.
- **Information Provision:** Provide accurate and up-to-date information regarding flight schedules, policies, and any relevant travel information.
- **Collaboration:** Collaborate with other departments to coordinate seamless customer experiences, including working closely with the operations and ground staff teams.
- **Documentation:** Maintain accurate records of customer interactions, transactions, and feedback for continuous improvement.
- **Adherence to Policies:** Ensure compliance with company policies, procedures, and industry regulations in all customer interactions.

Qualifications

- **Education:** High school diploma or equivalent. Additional certification in customer service or aviation-related courses is a plus.
- **Experience:** Proven experience in customer service roles, preferably in the aviation or hospitality industry.
- **Communication Skills:** Excellent communication skills in English (verbal and written). Proficiency in other languages is an advantage.
- **Problem-Solving:** Strong problem-solving skills and the ability to think on your feet to provide quick and effective solutions.
- **Adaptability:** Ability to adapt to a fast-paced and dynamic work environment.
- **Customer Focus:** Strong customer-centric approach with a commitment to delivering exceptional service.

Job Benefits

- Competitive salary
- Health and dental insurance

Hiring organization

Akasa Air

Employment Type

Full-time

Industry

Airlines and Aviation

Job Location

Nigeria

Working Hours

9

Date posted

March 27, 2025

Valid through

01.01.2026

- Employee travel discounts
- Professional development opportunities
- A positive and collaborative work environment

Contacts

Interested candidates should submit their resume and cover letter through the Akasa Air Recruitment 2024 Application Form Portal. Please visit [Jobs Application Portal](#) to complete the application process. The deadline for applications is 01.01.2026.

Akasa Air is an equal opportunity employer. We encourage candidates of all backgrounds to apply.