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American Airlines Career In Nigeria 2025

Description

As a Customer Service Representative at American Airlines in Nigeria, you will play a crucial role in ensuring a positive and seamless experience for our passengers. You will be the face of the airline, providing exceptional service to customers and addressing their inquiries and concerns. This position is based in Nigeria and requires a passion for customer service, excellent communication skills, and a dedication to upholding the standards of American Airlines.

Responsibilities

- Greet and assist passengers at check-in, boarding, and throughout their journey.
- Handle customer inquiries, concerns, and requests with professionalism and efficiency.
- Process ticket sales, changes, and refunds accurately.
- Provide information on flight schedules, fares, and travel regulations.
- Assist passengers with special needs, including those with disabilities.
- Collaborate with other team members to ensure smooth operations and resolve issues promptly.
- Maintain a high level of product and service knowledge to provide accurate information to customers.
- Handle and resolve customer complaints in a positive and empathetic manner.
- Ensure compliance with safety and security regulations.

Qualifications

- High school diploma or equivalent.
- Previous experience in customer service or hospitality preferred.
- Excellent verbal and written communication skills in English.
- Ability to work in a fast-paced environment and handle stressful situations with composure.
- Strong interpersonal skills and a customer-focused mindset.
- Basic computer skills and familiarity with reservation systems is a plus.
- Flexibility to work shifts, including evenings, weekends, and holidays.

Job Benefits

- Competitive salary.
- Health and dental insurance.
- Flight privileges for employees and eligible family members.
- Retirement savings plan.
- Training and development opportunities.
- Employee assistance program.
- Discounts on travel and other perks.

Contacts

Hiring organization

American Airlines

Employment Type

Full-time

Industry

Airlines and Aviation

Job Location

Murtala Mohammed International Airport, 100001, Ikeja, LAGOS, Nigeria

Working Hours

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Date posted

July 15, 2025

Valid through

01.01.2026

Interested candidates should submit their resume and a cover letter highlighting their relevant experience. Please include Customer Service Representative Application The application deadline is [01.01.2026]. Shortlisted candidates will be contacted for interviews.

[Apply to American Airlines Application Portal](#)

American Airlines is an equal opportunity employer and encourages individuals of all backgrounds to apply. We celebrate diversity and are committed to creating an inclusive environment for all employees.