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British Airways Career In Nigeria – Open Position 2025

Description

As a Customer Service Representative at British Airways, you will play a pivotal role in ensuring exceptional service delivery to our passengers in Nigeria. You will be the face of British Airways, responsible for creating positive and lasting impressions, resolving queries, and ensuring a seamless travel experience for our valued customers.

Responsibilities

- Greet and assist passengers at check-in, ensuring a smooth and efficient process.
- Handle inquiries and provide accurate information about flights, services, and policies.
- Assist passengers with boarding procedures and ensure compliance with security protocols.
- Address and resolve customer concerns and complaints in a professional and timely manner.
- Collaborate with other departments to ensure a coordinated approach to customer service.
- Stay updated on airline policies, procedures, and industry regulations to provide accurate information.
- Manage and process ticket sales, reservations, and other related transactions.
- Contribute to the overall positive image of British Airways through exemplary customer service.

Qualifications

- Minimum of a Bachelor's degree in a relevant field.
- Previous experience in customer service or a related role is preferred.
- Strong communication and interpersonal skills.
- Ability to handle challenging situations with composure and professionalism.
- Knowledge of airline operations and industry trends is an advantage.
- Proficient in computer applications and reservation systems.
- Ability to work in a dynamic and fast-paced environment.

Job Benefits

- Competitive salary and performance-based incentives.
- Health insurance coverage.
- Staff travel discounts on British Airways flights.
- Opportunities for professional development and career advancement.
- A supportive and inclusive work environment.

Contacts

Interested candidates should submit their updated resume and a cover letter highlighting their relevant experience. Please include "Customer Service

Hiring organization

British Airways

Employment Type

Full-time

Industry

Airline and Aviation

Job Location

Murtala Muhammed International Airport, 102214, Ikeja , Lagos, Nigeria

Working Hours

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Date posted

January 26, 2026

Valid through

01.01.2026

Representative Application – Nigeria 2024” in the subject line. The deadline for applications is 01.01.2026.

[Apply to British Airways Job Portal](#)