



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

IBOM Air Recruitment Application Form Portal 2025

Description

Ibom Air, a leading airline in Nigeria, is seeking qualified and enthusiastic individuals to join our dynamic team as Customer Service Representatives. As a Customer Service Representative, you will play a crucial role in ensuring a positive and seamless experience for our valued passengers. If you are passionate about delivering exceptional customer service and thrive in a fast-paced aviation environment, we invite you to apply and become a part of the Ibom Air family.

Responsibilities

- **Customer Interaction:** Engage with passengers professionally, providing assistance and resolving inquiries through various communication channels, including phone, email, and in-person interactions.
- **Booking and Reservation:** Handle flight bookings, changes, and cancellations with accuracy and efficiency.
- **Information Provision:** Offer timely and accurate information regarding flight schedules, policies, and other relevant details to passengers.
- **Issue Resolution:** Address and resolve customer complaints or issues effectively, ensuring customer satisfaction and loyalty.
- **Collaboration:** Work closely with other departments, including ground services and flight operations, to ensure a smooth travel experience for passengers.

Qualifications

- **Educational Background:** Minimum of a Bachelor's degree in a relevant field.
- **Communication Skills:** Excellent verbal and written communication skills in English.
- **Customer Focus:** A strong commitment to delivering exceptional customer service.
- **Computer Proficiency:** Familiarity with airline reservation systems and proficiency in using office software.
- **Problem-Solving:** Ability to think on your feet and resolve issues in a calm and efficient manner.
- **Team Player:** Collaborative mindset with the ability to work effectively within a team.

Job Benefits

- Competitive salary and performance-based incentives.
- Health insurance coverage.
- Professional development opportunities.
- Employee travel benefits.

Contacts

Interested candidates are invited to submit their applications through the Ibom Air

Hiring organization
IBOM

Employment Type
Full-time

Industry
Airlines and Aviation

Job Location
Uyo, Akwa Ibom 521105, NG,
521105, Uyo, Akwa Ibom, Nigeria

Working Hours
9

Date posted
July 2, 2025

Valid through
10.12.2026

Recruitment Application Form Portal for the year 2024. Please visit [<https://www.ibomair.com/careers/jobs-search/>] to complete the online application. Ensure that you provide accurate and up-to-date information.

Ibom Air is an equal opportunity employer, and we encourage candidates of all backgrounds to apply. Shortlisted candidates will be contacted for further assessment.

Join Ibom Air and be a part of a team that is committed to excellence in the aviation industry!