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Air India Private Jobs – Air India Job Seeker – Receptionist Post

Hiring organization
Air India

Job Location

India

Remote work from: IN; US; AU; NZ; HK; JP; KZ; MY; SG; TW; TH; UZ; VN; AT; BY; BE; DK; FR; DE; GR; NL; RU; ES; CH; UK; DZ; KW; MA; QA; SA; MX; AE; CA; GT; DO

Date posted

March 19, 2024

Valid through

31.08.2024

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Base Salary

USD 12 - USD 17

Qualifications

10th/12th Passed

Employment Type

Full-time

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Description

Air India Recruitment 2024

About Air India

Soar to new heights with Air India, India's national carrier! We connect people, cultures, and dreams across the globe. With a rich heritage dating back to 1931, we're a brand synonymous with warmth, hospitality, and impeccable service. Today, Air India boasts a modern fleet, an extensive network, and a commitment to innovation, making us a leader in the aviation industry.

Why Join Us as a Receptionist (Remote)?

This is your chance to be the welcoming face of Air India, shaping the first impression for our valued customers. As a receptionist working remotely, you'll play a pivotal role in providing exceptional customer service and ensuring a smooth and efficient experience for everyone who interacts with Air India.

The Position

Air India is seeking a passionate and dependable Receptionist to join our dynamic remote team. You'll be responsible for providing exceptional first contact through phone, email, and online chat, while also handling a variety of administrative tasks that keep our operations running smoothly.

Job Summary

- Be the friendly and professional voice of Air India, answering inquiries from customers, colleagues, and business partners with clarity and enthusiasm.
- Provide exceptional customer service by addressing concerns, resolving issues promptly, and directing callers and visitors to the appropriate resources.
- Manage a variety of administrative tasks, including scheduling appointments, maintaining calendars, handling travel arrangements, and processing documents.
- Maintain a professional and organized work environment, ensuring a positive first impression for visitors and callers.
- Utilize computer software effectively, including customer relationship management systems (CRM) and communication platforms.
- Stay up-to-date on Air India's services, policies, and procedures to provide accurate and helpful information.
- Contribute to a positive and collaborative team environment.

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Air India Jobs Near Me

Key Responsibilities

- Manage incoming phone calls, emails, and online chats in a professional and courteous manner.
- Answer customer inquiries regarding flights, reservations, baggage allowances, and other Air India services.
- Escalate complex inquiries or complaints to the appropriate department for resolution.
- Schedule appointments for internal and external contacts.
- Maintain accurate and up-to-date calendars for team members.
- Coordinate travel arrangements for team members as needed.
- Process and manage documents related to reservations, bookings, and other administrative functions.
- Maintain office supplies and equipment to ensure smooth operations.
- Update and maintain internal databases as required.
- Adhere to company policies and procedures.

Required Skills and Qualifications

- Minimum of a high school diploma or equivalent.
- Excellent communication and interpersonal skills, with the ability to build rapport with a diverse clientele.
- Strong organizational and time management skills with the ability to prioritize tasks and meet deadlines.
- Proficient in computer skills, including Microsoft Office Suite (Word, Excel, PowerPoint), email, and web browsing.
- Ability to learn and utilize new software programs quickly.
- Excellent written and verbal communication skills in English.
- A positive and professional attitude.
- Ability to work independently and as part of a team.

Experience

- Experience in a customer service role is a plus.
- Prior experience in an administrative role is preferred.

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Air India Careers

Why Join Air India?

- Be a part of a team dedicated to providing exceptional customer service.
- Work remotely with the flexibility to manage your schedule.
- Gain valuable experience in the dynamic aviation industry.
- Enjoy a competitive salary and benefits package.
- Contribute to the success of a leading national airline.
- Experience a work environment that fosters growth, collaboration, and innovation.

Application Process

To apply, please submit your resume and cover letter online. We look forward to hearing from you!

Join Us and Make a Difference!

As a Receptionist at Air India, you'll play a vital role in creating a positive first impression for our customers. You'll be at the forefront of our operations, ensuring a smooth and efficient experience for everyone who interacts with Air India. If you're passionate about customer service, possess excellent communication skills, and thrive in a fast-paced environment, then we encourage you to apply!

General Overview

This remote Receptionist position offers a unique opportunity to be part of a leading airline while enjoying the flexibility of working from home. You'll utilize your skills in customer service, communication, and administration to contribute to the smooth operation of Air India. Join our team and help us connect the world, one interaction at a time!

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Important Links

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