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Apply for IGI Recruitment 2024 for Airport Ground Staff , Service Agent Post

Description

IGI Aviation Services Private Limited has invited applications to fill the posts of Airport Ground Staff (CSA). Candidates who are interested and want to apply can check the detailed information given below which includes educational qualification, age limit, salary, required experience and other important information for Customer Service Agent Posts.

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IGI Aviation Services has released advertisement for 1074 Customer Service Agent Recruitment in 2024. Interested and eligible candidates can get detailed information and apply online for these posts on the official website - IGIaviation.gov.in. The online application process for these posts started on March 6, 2024 and the last date to apply online is May 21, 2024.

What is IGI Aviation Customer Service Agent Eligibility Criteria and Age Limit?

Candidates applying for these posts must have passed 10+2 or above from a recognized board. Candidates who are waiting for their class 12 results can also apply for the announced vacancies. Customer Service Agent positions do not require any aviation/airline certificate, airline certificate or diploma.

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Age Limit: Candidates age should be between 18 to 30 years. For more details you can see the notification.

What is IGI Aviation Customer Service Agent Selection Process?

Candidates will be selected on the basis of written examination and interview. Candidates who pass the written examination will be called for interview. See table for exam pattern of written exam:

The written examination consists of 100 objective type, multiple choice questions. Each question is of 1 mark. No marks will be given for unattempted questions. The level of examination will be up to class 12th. The examination will be conducted bilingual (English and Hindi). There will be no negative marking. The total duration of the examination will be 1.5 hours (90 minutes).

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What is IGI Aviation Customer Service Agent Application Fee?

Hiring organization
IGI AVIATION

Employment Type
Full-time

Industry
Aviation

Job Location
India

Working Hours
Full Time

Date posted
May 14, 2024

Valid through
21.05.2024

Candidates, regardless of their category, have to pay an application fee of Rs 350. Application fee once paid will not be refunded under any circumstances.

IGI Aviation Recruitment 2024: How to apply for IGI Aviation Customer Service Agent Recruitment?

Interested and eligible candidates can apply online for Customer Service Agent post by 22 May 2024 by following the steps given below:

Interested candidates can apply online by visiting IGI Aviation website igiaviationdelhi.com.

To apply, candidates must first register and then fill the online form.

The application fee is ₹350.

Candidates must upload scanned copies of all required documents.

Role of a Customer Service Agent:

Customer Service Agents play a pivotal role in ensuring a smooth and pleasant experience for passengers. Their responsibilities include:

- Assisting passengers with check-in procedures.
- Providing information regarding flights, baggage, and airport facilities.
- Handling passenger inquiries and resolving issues in a timely manner.
- Ensuring compliance with safety and security regulations.
- Collaborating with other airport staff to optimize operations.

Customer Service Agents serve as the face of the airport, representing IGI's commitment to customer satisfaction.

Qualifications and Skills Required:

IGI Airport seeks candidates who possess a blend of skills and qualifications suited to the demands of the role. While specific requirements may vary, typical qualifications for Customer Service Agents include:

- A high school diploma or equivalent.
- Proficiency in English and any additional languages is often preferred.
- Excellent communication and interpersonal skills.
- Ability to remain calm under pressure and handle stressful situations with professionalism.
- Basic computer skills for performing tasks such as data entry and using airport software systems.
- Prior experience in customer service or a related field is advantageous but not always mandatory.

Recruitment Process for Customer Service Agents:

The recruitment process for Customer Service Agents at IGI Airport typically follows these steps:

- **Advertisement:** IGI Airport releases notifications regarding job vacancies through various channels, including online job portals, newspapers, and the official airport website.
- **Application Submission:** Interested candidates are required to submit their applications online or through the prescribed mode mentioned in the job advertisement. Applications must include essential documents such as a resume, educational certificates, and identity proof.

- **Screening:** The screening process involves shortlisting candidates based on their qualifications and experience. Shortlisted candidates may be invited for further assessments, such as written tests or interviews.
- **Interview:** Shortlisted candidates undergo interviews conducted by a panel of airport officials. The interview aims to assess the candidate's suitability for the role based on their skills, experience, and demeanor.
- **Selection:** Successful candidates receive job offers, subject to the completion of pre-employment checks, including background verification and medical examinations.
- **Training:** Newly recruited Customer Service Agents undergo comprehensive training programs to familiarize themselves with airport procedures, customer service protocols, and relevant regulations.

Career Growth Opportunities:

Working as a Customer Service Agent at IGI Airport offers promising career growth opportunities. Dedicated and competent employees may advance to supervisory or managerial positions within the airport authority. Additionally, IGI Airport encourages employee development through training programs and skill enhancement initiatives.

FAQ for IGI Recruitment 2024 for Airport Ground Staff & Service Agent Posts

Q: What are the eligibility criteria for the Customer Service Agent post in the IGI Recruitment 2024?

A: To be eligible for the Customer Service Agent post, candidates must have completed their 10+2 education from a recognized board or university. Additionally, proficiency in English and basic computer skills are required.

Q: What does the selection process entail for the Airport Ground Staff position in the IGI Recruitment 2024?

A: The selection process for the Airport Ground Staff position typically involves multiple stages, including written tests, interviews, and physical fitness assessments. Candidates are evaluated based on their knowledge of airport operations, communication skills, and ability to handle various tasks efficiently.

Q: What are the key responsibilities of a Customer Service Agent at IGI Airport?

A: Customer Service Agents at IGI Airport are responsible for assisting passengers with check-in procedures, baggage handling, boarding, and providing information about flights and airport facilities. They must ensure a smooth and pleasant experience for passengers throughout their journey.

Q: Are there any specific age criteria for applying to the Airport Ground Staff position in IGI Recruitment 2024?

A: Yes, candidates applying for the Airport Ground Staff position typically need to be between 18 to 30 years old. However, age relaxations may be applicable for candidates belonging to reserved categories as per government norms.

Q: What is the salary range for Customer Service Agents and Airport Ground Staff at IGI Airport?

A: The salary for Customer Service Agents and Airport Ground Staff at IGI Airport varies based on factors such as experience, qualifications, and job responsibilities. However, it usually falls within a competitive range in line with industry standards.

Q: Is prior experience required to apply for the positions of Customer Service Agent or Airport Ground Staff in IGI Recruitment 2024?

A: While prior experience in customer service or aviation-related roles can be advantageous, it is not always mandatory. IGI Airport often provides training to new recruits to ensure they are equipped with the necessary skills and knowledge to excel in their roles.

Q: How can interested candidates apply for the Customer Service Agent and Airport Ground Staff positions at IGI Airport?

A: Interested candidates can usually apply online through the official website of the IGI Airport or through the designated recruitment portals. They need to fill out the application form with accurate details, upload required documents, and follow the instructions provided in the recruitment notification.

Q: What growth opportunities are available for employees hired as Customer Service Agents or Airport Ground Staff at IGI Airport?

A: Employees hired for these positions have opportunities for career advancement within the aviation industry. They can progress to supervisory roles, pursue further education or training to specialize in specific areas such as airport management, customer relations, or aviation security. Additionally, IGI Airport may also offer internal promotion programs based on performance and experience.

Qualifications

- 10th Pass
- 12th Pass
- Any Graduate