

ToR for Call Center Assistant

- Handle incoming calls, emails, and WhatsApp messages from passengers, providing accurate information and assistance.
- Book, issue, modify, and reissue flight tickets through the airline's reservation system.
- Process ticket cancellations and refunds in accordance with fare rules and company policies.
- Address customer concerns, complaints, and escalations, providing resolutions or routing them appropriately.
- Manage B2C (online) booking issues, including failed payments and booking confirmations.
- Document all customer interactions clearly and maintain up-to-date records.
- Coordinate with other departments (e.g., Airport Services, Finance, Corporate Sales) to support end-of-the-end passenger service.
- Assist in shift-based coverage to ensure full operational support during peak hours and disruptions.

Required Skills:

- **Communication Skills:** Strong communication, negotiation, and presentation skills
- **Time Management:** Ability to multitask and work effectively under pressure in a dynamic environment.
- **Teamwork:** Strong coordination and collaboration skills to work with internal teams.
- **Adaptability:** Ability to adjust quickly to new systems, technologies, or customer service protocols.