



## **Job Opportunity**

Airmate Ltd, a fast-expanding company specialized in the provision of aviation-related services (for e.g Flight Reservations, Ticketing) and BPO activities has openings for immediate recruitment for bright and motivated Mauritian citizens to fill the position of:

### **Customer Service Agent**

*Ref:Airmate/CSA/24/002*

#### **The Role:**

The main responsibility of the Customer Service Agent, among others, will be to attend to passengers' queries with regards to flights and travel information and perform duties related to sales, fares, flight reservations & ticketing, bookings, and other airline-related services.

#### **Prerequisites:**

##### **EITHER**

**A.** Higher School Certificate (HSC) or General Certificate of Education (GCE), with 2 "A" level obtained at one and same sitting or an equivalent qualification from a recognised institution.

##### **OR**

**B.** School Certificate (SC) or GCE "O" Level, with at least 5 subjects including English and French obtained at one and same sitting or an equivalent qualification from a recognised institution **plus either** 2 years experience in a Customer Service role **or** any additional qualification in Customer Service, Travel, Tourism or Hospitality field, as acceptable to Airmate Management.

**Note 1: APPLICANTS SHOULD SPECIFY SUBJECTS AND GRADE DETAILS OBTAINED AT SC AND HSC (Indicate Advanced and/or Subsidiary Level) IN THE APPLICATION FORM. INCOMPLETE APPLICATIONS WILL NOT BE CONSIDERED.**

**Candidate Profile:**

- Be naturally service oriented with an outgoing and pleasant personality
- Fluent in spoken and written French and English
- Able and willing to work under pressure and odd hours including weekends and public holidays
- Professional telephone manner and ability to resolve customer queries and complaints via email and telephone
- Dynamic, motivated and enthusiastic
- IT Literate
- Good communication and interpersonal skills
- Good team work

**Application Procedures:**

Interested candidates are invited to send their application on the [Company's prescribed form](#) with full curriculum vitae, motivation letter, supporting educational certificates, documentary evidence relating to work experience and photostat copies of birth with a recent passport-sized photo by **registered post not later than Monday 29<sup>th</sup> January 2024** at 16h00 local Mauritius time (equivalent to 12h00 UTC).

Applications should be addressed to:

Talent Acquisition Section,  
Airmate Limited, P.O Box 441,  
Port Louis

**Note 2:**

The application form can be downloaded from the Airmate Website at the following address <http://www.airmate.mu/airmate/Vacancy.pdf>

**Note 3:**

- Job reference 'Ref: Airmate/CSA/24/002' should be specified on the application form and envelope.
- Applicants should provide Letters of Equivalence from National Equivalence Committee for academic qualifications.
- Applications received incomplete or after the closing date will not be considered.
- Canvassing in any form will entail disqualification from the selection process.

Airmate Limited reserves the right:-

- (i) to call only the best candidates to participate in the Selection Process.
- (ii) to offer employment to the suitable candidates on a contract basis.
- (iii) not to make any appointment as a result of this vacancy notice.