

Job Title: Traffic and Sales Agent

Location: Geneva

Company: Middle East Airlines

Type: Full-Time, Shift-based (including weekends and holidays)

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#### About the Role:

We're looking for a Traffic and Sales Agent who can deliver exceptional service while managing flight operations efficiently. In this role, you'll assist passengers with bookings, ensure smooth check-ins, coordinate baggage handling, and support operations.

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#### What You'll Do:

- **Customer Service & Sales:**  
Assist passengers with reservations, bookings, and ticketing, ensuring all transactions are processed smoothly. You'll help promote the full range of products and services, maximizing sales while maintaining high standards of customer service.
- **Flight Operations & Traffic Coordination:**  
Oversee all aspects of check-in, boarding, and special services, ensuring all steps are completed within the specified time frames. You'll manage flight, and boarding priorities to ensure a smooth and on-time departure.
- **Documentation & Reporting:**  
Help prepare and complete necessary pre- and post-flight documentation, ensuring accurate records are kept. You'll also assist with the filing of station data and reports.
- **Operational Support:**  
Support the MEA Ticket Desk at the Airport and Town Office, ensuring ticketing and reservations operations. You'll issue tickets, EMDs, EBTs, amend reservations, and recalculate fares as needed, with a focus on accuracy and customer satisfaction.

- **Qualifications**
- **Experience:**  
You have a minimum of 5 years of customer service experience, ideally in the airline or travel industry. Airport experience 5 years.
- **Skills:**  
You're familiar with Amadeus Altea Web and DCS systems. You understand the ins and outs of check-in procedures, customer service delivery, and the importance of accurate documentation. You are fluent in both English and French, with excellent verbal and written communication skills.
- **About you,**  
  
You're calm under pressure, organized, and able to juggle competing demands while maintaining excellent service standards. You have a strong customer service orientation and a friendly, professional demeanor.  
You're physically fit and able to stand for extended periods, and you're comfortable working shifts, including weekends and holidays.
- **Team Player:**  
You enjoy working with a team and helping others, ensuring everyone has what they need to meet the high standards of customer service expected.
- **Eligibility**  
  
You have the right to work in Switzerland.

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**How to Apply:**

Send your resume and cover letter to Mrs BAUGI : [BAUGIMA@MEA.AERO](mailto:BAUGIMA@MEA.AERO)

## **AGENT DE SALES & TRAFFIC POLYVALENT (Aéroport & Agence en Ville)**

### Profil Souhaité :

- Dynamique, fiable et motivé
- Bilingue français/anglais
- Expérience souhaitée dans le milieu aéroportuaire
- Maîtrise des outils informatiques
- Autonomie du travail, et sens des responsabilités
- Suisse ou permis C

### Tâches réclamées :

- Prise de réservations et émission de billets
- Préparation des vols
- Contrôle de l'avion
- Observation à la porte d'embarquement
- Assistance des passagers

Vous avez le sens de l'accueil, de la vente, vous êtes polyvalent, bien organisé avec le sens des priorités et vous savez gérer le stress, alors n'hésitez pas à nous faire parvenir votre dossier complet avec photo à l'attention de Mrs BAUGI , par courrier ou par email :

MIDDLE EAST AIRLINES

Route de Aéroport

1215 GENEVE 15

BAUGIMA@MEA.AERO