

COMPANY NAME:

American Airlines

JOB TITLE:

\*Service Representative - TX

COMPANY DESCRIPTION:

American Airlines is a world leader in the aviation industry, with a solid reputation for excellence in domestic and international air travel. We utilize innovative revenue management techniques that combine sophisticated analyses and programming tools to consistently achieve a revenue premium in a very competitive industry. We are committed to hiring, training and developing candidates with a strong desire to learn and grow, both personally and professionally. American Airlines is an equal opportunity employer.

DESCRIPTION/RESPONSIBILITIES:

Are you a customer service oriented person? Do you like a challenge? If you answered &#8220;YES&#8221; then Central Baggage is for you!

Our Service Representatives perform a variety of call center/administrative functions. During peak period volumes you may be called upon to assist with inventory and/or tracing duties. We handle a high volume of telephone calls each day from internal and external customers. We research issues involving delayed and/or missing baggage, property missing from baggage and unresolved consequential expense reimbursement requests. We also review incoming correspondence to ensure each file meets minimum criteria to route to the next department.

REQUIRED SKILLS:

- \* Fluent in Spanish a requirement
- \* Multi-lingual a plus
- \* High school diploma or GED
- \* Above average oral and written communication skills with ability to read, write, fluently speak, and understand the English language
- \* Must be able to speak and translate written correspondence and documents
- \* Must be able to lift up to 35 lbs. unassisted
- \* TSA Regulations require a fingerprint-based criminal history records check for all employees with unescorted ram access, which must be completed prior to any individual assuming this position
- \* Applicants may be required to complete clerical and/or medical testing as necessary for this position