



## 1. JOB TITLE: **Airport Services Agent**

### **General Information**

Ref # : 232958

Location: Tanzania-Dar Es Salaam

Job family : Cargo & Airport Operations

Closing Date: 2026-04-19

### **Description**

#### **Description - External**

We are currently recruiting for Airport Services Agent in Dar es Salaam, Tanzania. As an Airport Services Agent, you will support the operation by providing five-star service to customers at the airport terminal and help create an enjoyable airport environment for customers whilst travelling. You will ensure a quality service and adherence to safety policies and security standards.

#### **Specific accountabilities include:**

- Liaising with check-in, transfer desk and other related areas for the smooth acceptance of passengers
- Escorting and directing arriving and departing passengers to the respective areas such as hotel desk, visa counter, transfer desk, premium lounges and boarding gates
- Assisting the Duty Officer in handling company materials and records
- Liaising with the Ground Handling agent (GHA) for quick processing of hotel and

transfer passengers

- Ensuring passengers are assisted smoothly through airport facilities
- Performing other related duties for the purpose of ensuring the efficient and effective functioning of the work unit
- Supervising GHA staff during all flights to ensure Qatar Airways standards of service quality is maintained
- Organizing check-in counters and coordinating documentation issues

## Qualification

### Qualifications - External

**The successful candidate will have:**

- High School Qualification
- Minimum 2 years of job-related experience required with at least 1 year of relevant experience in Airline/ Travel Industry/ Hospitality Institute.
- Excellent communication skills with fluency in English language.
- High energy and positive attitude are necessary to perform well in this very high pressured and demanding environment.
- High level of computer literacy
- Excellent customer focus and service delivery.
- Good interpersonal skills and strong team orientation

You must have the legal rights to live and work in Tanzania to be considered for this role.

### How to apply

If you have what it takes to be part of our 5-star team, please take the first step and apply now by uploading your CV and completing the online application.

**[APPLY HERE](#)**

**2. JOB TITLE: Senior Airport Services Agent**

## General Information

Ref # : 232959

Location: Tanzania-Dar Es Salaam

Job family: Cargo & Airport Operations

Closing Date: 2026-04-19

## Description

### Description - External

**We are currently recruiting for a Senior Airport Services Agent in Dar es Salaam, Tanzania.**

The successful applicant will be responsible for providing quality service to passengers in respect to check-in, boarding, special services, lounges, and baggage services as per QR's commercial and safety standards and procedures ensuring passengers and their baggage are handled in a consistent manner.

Your specific responsibilities include:

- Constant liaison with Check-in, transfer desk, and other related areas for the smooth acceptance of passenger.
- Liaises with check-in, transfer desk, and support Airport Services Supervisor in all areas.
- Escort and direct Arriving/departing passengers to the respective areas such as hotel desk, visa counter, transfer desk, premium lounges and boarding gates etc.
- Assist duty officer to handle company material and records.
- Liaison with GHA for quick processing of hotel and transfer passengers.
- Work with GHA and ensure smooth passenger handling.
- Assist passengers in regards to entry requirements, visas, residence permits etc.
- Ensure passengers are assisted smoothly through airport facilities.
- Performs other related duties, as assigned, for the purposes of ensuring the efficient and effective

## Qualification

### Qualifications - External

**The successful candidate will have the following qualifications and skills:**

- Job related experience in customer service and at least 1 of year experience in Airport Operations of a leading airline.
- High energy and positive attitude are necessary to perform well in this very high pressured and demanding environment.
- DCS experience and knowledge of ticketing is an advantage for this job

- Ability to work shifts is essential
- Very good knowledge of Amadeus is strongly preferred.
- Fluent in English

You must have the current right to live and work in Tanzania.

**APPLY HERE**