



Singapore Airlines is the world's most awarded airline, with customers and industry alike recognizing our unwavering commitment to service excellence.

We are now inviting suitable candidates to apply for the position of

## **CUSTOMER SERVICES AGENT - m/f/d**

- **Fixed-Term Contract (up to 12 months)**  
*Salary Range: 2,617–3,704 EUR gross per month\**

for our Traffic Office at **Frankfurt Airport (FRA)**

### **Your role:**

- Perform passenger handling and traffic operations for arrivals and departures
- Coordinate and monitor pre-flight, boarding, and post-flight operations
- Assist passengers with customs, immigration, and arrival/departure procedures
- Monitor handling agents in arrival, departure, and boarding areas
- Verify invoices in accordance with contractual agreements and service provider terms
- Prepare statistical reports and support various administrative and operational tasks, including baggage handling coordination and responding to customer feedback
- Handle lost & found enquiries and operational email correspondence

### **Requirements / Competencies:**

- Previous airline and/or customer service experience is desirable
- Good oral and written communication skills in German and English
- Ability to work shifts (including weekends and public holidays)
- Good knowledge of Microsoft Office 365

If you feel you have what it takes to be part of Singapore Airlines, please submit a full application (CV and motivation letter incl. salary expectations and your earliest possible start date) in English by email to [dech\\_recruitment@singaporeair.com.sg](mailto:dech_recruitment@singaporeair.com.sg)

Only applications sent by email and received by **26 June 2026** can be considered. For any preliminary information please contact Mrs. Lindenberg or Mrs. Plieschke via +49 69 867907255/ +49 69 867907316.

*\*based on relevant experience and qualifications*