

Ground Handling Services (Mauritius) Ltd

Job Opportunity

Ground Handling Services (Mauritius) Ltd (GHS) is seeking enthusiastic, customer-oriented and service-driven individuals to join its Ground Operations team in the following position:

Customer Service Agent

Ref: GHS/CSA/26/001

The Role:

The Customer Service Agent will be responsible for delivering exceptional customer service to passengers and airline customers while ensuring the efficient handling of passenger service operations. Key responsibilities include, but are not limited to:

- Meeting and greeting passengers and visitors in a professional and courteous manner;
- Assisting passengers with the check-in process;
- Performing boarding and seat allocation;
- Providing accurate and timely information to passengers, airlines, tour operators and hotels regarding flight schedules, delays and rescheduling;
- Handling passenger enquiries and resolving customer issues in accordance with Company procedures; and
- Performing any other related duties as may be assigned by Management.

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 in Travel/Tourism/ Hospitality **or**
- Any additional qualification in Travel, Tourism or Hospitality field as acceptable to Ground Handling Services (Mauritius) Ltd Management

Plus for A and B

A clean/acceptable Certificate of Character issued within the last six months

Note 1:

Applicants should specify subjects and grade details obtained at SC and HSC (indicate Advanced and/or Subsidiary level) in their application form.

Candidate Profile:

- Demonstrate a natural service orientation with an outgoing and pleasant personality
- Be fluent in both spoken and written English and French
- Be able and willing to work under pressure and odd hours including weekends and public holidays
- Be IT literate
- Possess strong communication and interpersonal skills
- Be a reliable team player

APPLICATION PROCEDURES

Interested candidates are requested to send their applications on the Company Application form with full curriculum vitae, copies of academic certificates and documentary evidence relating to work experience by **registered post not later than Monday 31 August 2026** at 16h00 local Mauritius time (equivalent to 12h00 UTC).

Applications should be addressed to:

**Talent Acquisition Section
Ground Handling Services (Mauritius) Ltd
P.O Box 441
Port Louis**

Note 2:

Application form can be downloaded from the following address
<http://jobs.ghservices.mu/Application Form CSA.pdf>

Note 3:

- Job reference 'Ref: GHS/CSA/26/001' should be specified on the application form and envelope.
- Applicants should provide valid and acceptable proof of 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.
- Applicants should be Mauritian Nationals and able to live and work in Mauritius.

GHS (Mauritius) Limited reserves the right: -

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

An equal opportunity employer