



Customer Service Agent / Level 4 (Permanent Staff 3 Years / GA) #7

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Thai Airways International Public Company Limited

📍 Bangkok, TH, Thailand

About Job

JOB SUMMARY

Thai Airways Public Company Limited is seeking applicants for **several** Customer Service Agent positions. Applications are accepted from now until **August 28, 2026**. **These positions** are for permanent staff employment (3 years). The recruitment committee will consider the qualifications of applicants according to the suitability for each department as follows:

- 1. Passenger Service Division , 44 positions.**
- 2. Under the Special Passenger Services Group, 28 positions.**
- 3. Baggage Service Section: 17 positions**

JOB DESCRIPTIONS

Responsibilities

1. Passenger Handling Group (GA-A)

- We provide services for checking in boarding passes and travel documents for Thai Airways and other client airlines.
- We provide gate services for both departure and arrival for Thai Airways and other client airlines.
- Oversee the overall condition and orderliness of both the landside and airside areas.
- Coordinate with other relevant agencies.
- Perform other duties as assigned.

2. Passenger Special Service Group (GA-B)

- Providing services to passengers using the premium lounges of both Thai Airways and client airlines.
- Coordinate with other relevant agencies.
- Perform other duties as assigned.

3. Baggage Service Group (GA-C)

- We provide a service for reporting lost or damaged luggage.
- Providing passenger services and handling incoming baggage at the baggage claim area for both domestic and international flights, for both Thai Airways and client airlines.
- Passenger information is provided for baggage tracking at the service counter and by telephone.
- We provide a service to deliver lost luggage to your accommodation according to established procedures.
- Coordinate baggage handling with relevant agencies.
- Review information sent from various agencies/stations, such as teletype messages, emails, etc., and proceed with verification and coordination in managing stranded baggage for delivery to its destination.
- Handles matters related to lost items on flights.
- Perform other duties as assigned.

QUALIFICATION

Applicant qualifications

General characteristics

- Thai nationality, age 20-35 years old (as of the application date).
- Male applicants must have completed military service or received an exemption, and possess a valid military service exemption certificate (Form S.D.8 or S.D.43).
- Males must be at least 160 centimeters tall, and females must be at least 155 centimeters tall.
- Weight must be proportionate to height and meet standard criteria, using the formula: $\text{Height} - 100 = \text{Weight} (+/- 10)$.
- Bachelor's degree or higher, in any field.
- They have excellent knowledge and skills in using personal computers.
- They possess knowledge, skills, and expertise in using the English language in all aspects: listening, speaking, reading, and writing.
- Applicants must have passed the THAI Test of English Proficiency (THAI-TEP) with a score of at least 500 or the Test of English for International Communication (TOEIC) personal category with a score of at least 500. The test results must be no more than two years old from the test date to the application date and must be submitted within the application deadline.

Job-specific requirements

- Able to work in shifts as determined by the company.
- Punctual and enthusiastic about work.

Features that would be useful to consider.

- Experienced in the aviation or hospitality industry.
- Able to communicate in a third language, such as Japanese, Korean, Chinese, and others.

Other features

- They have a service-oriented mindset, possess ethics, honesty, trustworthiness, and adhere to the principles of good governance.
- Focused on achieving success in work, able to set clear work directions, able to work as a team, and committed to self-development.

Terms of employment, salary, and benefits.

- Hiring as a permanent staff member for a fixed term of 3 years.
- Salary and benefits.

Selected candidates will receive a salary based on the payroll structure of Thai Airways Public Company Limited as specified in the employment contract, and will receive benefits and welfare according to the company's regulations and requirements. They are responsible for their own income tax and agree to allow the company to withhold income tax at source in accordance with the Revenue Code.

Recruitment and application submission.

- Applicants can apply via this link: <https://thaiairways-career.myworkplaze.com/w0001>

Application period

- Applications are accepted from now until **August 28, 2026**, at 4:30 PM. For further inquiries, please contact us via email at tg_contract_recruitment@thaiairways.com or by phone at 02-545-1128.

After the application period closes, the company will contact applicants directly via the email address provided to the company to inform them of the details and next steps in the process.

Documents required for application.

- The application form is provided by Thai Airways Public Company Limited at <https://thaiairways-career.myworkplaze.com/w0001>
- A resume that outlines general qualifications and job-specific requirements.
- A complete academic transcript is required; a certificate of expected graduation is not accepted. If you graduated from a foreign country, you must provide documentation proving equivalency.
- A certificate of English language test scores from the THAI Test of English Proficiency (THAI-TEP) or Test of English for International Communication (TOEIC) **for individuals**, according to the criteria set by the company for the position applied for.
- Male applicants must provide complete copies of both the front and back of their S.D.8 or S.D.43 documents. (The top right corner of the document must clearly indicate whether it is S.D.8 or S.D.43. We reserve the right to refuse consideration for documents that are unclear.)
- Please review the applicant requirements as stated in the job advertisement.

Selection process and notification of selection results.

- Interview

Announcement of the selection results.

The company will notify you directly of the selection results after the process is complete.

aforementioned position for the selection process, or to cancel/change the selection process and/or hire as it deems appropriate.

The company's decision is final, and applicants must accept its decision and have no right to make any claims against the company.

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Benefit

- Overtime: As per Prevailing Regulation

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