

Alliance Air Aviation Limited
(A wholly owned subsidiary of AIAHL)

Ref. No. AAAL/PERS/2022/405

Date :- 14th April, 2022

Sub:- Amendment
Advertisement for various posts

In partial modification of advertisement for various posts hosted on website:- www.allianceair.in on 14.03.2022 following is amended and be read as under:-

The last date of receipt of application has been extended till 19.04.2022 for the following posts:-

1. Assistant Manager – Call Centre Monitoring Unit (CMU)
2. Officer / Asst. Manager / Dy. Manager for E-Commerce Help Desk (Commercial)
3. Manager / Sr. Manger Reservation & Ticketing
4. Sr. Manager / AGM Commercial Trainer's Cell

Other terms and Conditions will remain the same.


(Sheena Singh)

Sr. Manager (Personnel)
Alliance Air Aviation Limited

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Ref No. :- AAAL/PERS/2022/

Date:- 14.03.2022

Sub: Various Advertisement

Alliance Air invites applications from Indian Nationals for filling up the following posts:-

Assistant Manager-Call Centre Monitoring Unit (CMU)	
Number of Posts	1 (One)
Qualification	Graduate from Recognized University in India
Experience	Minimum 2 years experience in working in a call centre / BPO of Travel, Aviation, Railway etc., out of which 1 year experience must be as a Team Leader. The experience should be post qualification.
Age	Maximum 45 years (as on 15.03.2022) (Upper age limit is relaxable by 5 years for SC/ST & 3 years for OBC Candidates. Ex-servicemen will be given age relaxation as per rules)
Salary & Emoluments	INR 39,000 /- per month.
Place of Posting	The Assistant Manager shall be positioned onsite at the call centre. The call centre at present is in Chennai and may shift to any other State / Union Territory in India after the expiry of its agreement with alliance Air. Accordingly, the Assistant Manager shall also be repositioned to the other city.

Officer/ Asst. Manager / Dy. Manager for E-Commerce Help Desk (Commercial)	
Number of Posts	5 (Five)
Qualification	Graduate from Recognized University in India
Experience	2 Years Experience for Officer /3 Years Experience for Asst. Manager / 4 Years Experience for Dy. Manager respectively (Mandatory 1-2 years in Commercial Department with an airline or travel agent of repute). However, fitment in grade will be based on performance at the time of interview.
Age	Maximum 35 Years for Officer (as on 15.03.2022) Maximum 40 Years for Asst. Manager (as on 15.03.2022) Maximum 45 Years for Dy. Manager (as on 15.03.2022) (Upper age limit is relaxable by 5 Years for SC/ST & 3 Years for OBC Candidates .Ex-Servicemen will be given age relaxation as per rules.
Salary & Emoluments	INR 36,000 to 40,500 per month respectively as per grade.
Place of Posting	New Delhi (transferable to anywhere in India)
Job Profile	<ul style="list-style-type: none"> • Experience of working in sales or public relations, preferably in the hospitality or travel industries with Customer-service experience. • Excellent written and verbal communication skills. • Multi-tasking and time-management skills, with the ability to prioritize tasks. • Proficient in Microsoft office suite. • Data entry experience. • Flexible working hours. • Making reservations for customers based on their various requirements and budgetary allowances. • Checking the availability of flights, seats, on the customers' desired travel dates. • Assisting and advising customers who may be choosing from a variety of travel options. • Helping plan travel itineraries by suggesting local tourist attractions and places of interest. • Processing payments and sending confirmation details to customers. • Sorting out any issues that may arise with bookings or reservations. • Answering any questions customers might have about the reservation process. • Up-selling, when appropriate, by informing customers of additional services or special packages, such as tour tickets, travel insurance, or upgraded seats/accommodations. • Providing support to customers who may need to amend or cancel a reservation.

Manager / Sr. Manager Reservation & Ticketing	
Number of Posts	2 (Two)
Qualification	Graduate from Recognized University in India
Experience	Minimum 5 Years for Manager / 6 Years for Sr. Manager respectively (Mandatory 3-5 Years in Commercial Department of and airline or travel agents of repute). However, fitment in grade will be based on performance at the time of interview. Previous experience in a similar role at an airline would be beneficial for an applicant
Age	Maximum 45 Years for Manager (as on 15.03.2022) Maximum 50 Years for Sr. Manager (as on 15.03.2022) (Upper age limit is relaxable by 5 Years for SC/ST & 3 Years for OBC Candidate. Ex-servicemen will be given age relaxation as per rules.
Salary & Emoluments	INR 42,000 to 65,000 per month.
Place of Posting	New Delhi (transferable to anywhere in India)
Job Profile	<ul style="list-style-type: none"> • Besides the job profile mentioned for e-commerce help desk staff, Manager Reservations will be responsible for managing and maintaining the overall department and all assigned responsibilities, • Strong knowledge of airline reservation systems • Familiarity with command type entry for reservation systems of any CRS. • Strong understanding of customer management in an airline environment • Experience in the contact centre environment desirable however other customer service environments will be considered • Experience in communicating with staff from different cultures. • Fluent in English (other languages an advantage) • Excellent communication skills (verbal and written) • Proactive and able to manage own workload effectively. • Excellent organizational skills • Strong MS-Office skills

Sr. Manager / AGM Commercial Trainer's Cell	
Number of Posts	2(Two)
Qualification	Graduate from recognized university in India
Experience	Minimum 6 to 10 Years in Commercial Department of an Airline or with Travel agent of repute. On hand experience of setting up and working on Airline PSS is desired and will get preference. Knowledge of airlines scheduling, Marketing, Pricing, Inventory customer services and imparting on these subject will get preference.
Age	Maximum 60 Years (as on 15.03.2022)
Salary & Emoluments	INR 65,000 to 80,000 per month
Place of Posting	New Delhi (transferable to anywhere in India)
Job Profile	<ul style="list-style-type: none"> • Strong knowledge of airline reservation, ticketing systems • Familiarity with command type entry for reservation systems of any CRS. • Knowledge of DGCA, CAR, AERA rules and regulations. • To design and deliver training programs and courses to all Alliance Air Commercial staff in accordance with airlines standards, and regulations. • Promotes and monitors excellence in trainings ensuring conformity in delivery across the hubs to maintain Company's culture and corporate image. • Experience in communicating with staff from different cultures. • Fluent in English (other languages an advantage) • Excellent communication skills (verbal and written) • Proactive and able to manage own workload effectively. • Excellent organizational skills • Strong MS-Office skills

- In addition to above, a panel will also be formed for future requirement.
- Can be transferred to any other location within India due Operational requirement.
- Reservations of SC/ST/OBC & EWS candidates will be as per Government Directives.

FIXED TERM EMPLOYMENT AGREEMENT:

All the Selected candidates will be appointed for on a Fixed Term Employment Agreement. The Fixed Term Employment Agreement is extendable subject to satisfactory performance.

Benefits – Free / Concessional Air Passages

The Employee will be entitled to Concessional air passages/free air passages, for self and his/her declared family on **Alliance Air Network only** each passage year as per company policy. The applicable taxes, levy, charges etc. shall be paid by the employee.

In addition, the above post also carries other benefits such as Provident Fund, Gratuity etc., as per rules.

How to Apply

Candidates who wish to apply, are advised to log on to Careers page of Website www.allianceair.in, download and fill in the Application Format, and send the filled-in application along with the CV by Post / Speed post / courier at following address in an envelope that must be super scribed with the post.

<p>Post Applied For _____ Alliance Air Personnel Department Alliance Bhawan, Domestic Terminal -1, I.G.I Airport, New Delhi – 110037</p>

The last date of receipt of applications is 1700 hrs on 29.03.2022 on the above address.

Applications received after the last date will not be entertained.

Applications received late / incomplete / mutilated or without any of the supporting documents with regard to eligibility criteria, Demand Draft (if applicable), will be rejected. Alliance Air will not be responsible for any postal delay / loss of any document during transit.

Applicants serving in Government/Semi-Government/Public Sector Undertakings should apply through proper channel.

Management reserves the right for change in above schedule/conditions, based on requirements.

Canvassing in any form will disqualify the candidates.

Candidates are required to submit following with application: -

- i) A duly filled in Application Form in the prescribed format which is available on Career Page of Website: www.allianceair.in
- ii) A recent passport size photograph pasted in the space provided in the Application Format
- iii) One set of photocopies of supporting testimonials for date of birth, caste, qualification, experience, salary etc will be required to be submitted with application. Original certificates will be required at the time of Interview.
- iv) A Demand Draft for an amount of **Rs. 1500/- (Rupees One Thousand Five Hundred only)** payable to **Alliance Air Aviation Limited**, payable at New Delhi (**Not Applicable for SC/ ST Candidates**).
- v) **Applicable for SC / ST / OBC/ EWS Candidates ONLY** :Caste Certificate in the prescribed proforma issued by the appropriate authority. Candidates belonging to OBC Category will be required to attach the Caste Certificate in the proforma meant for Central Government employment." Candidates belonging to OBC category, the category certificate should be in the prescribed format including the "Non –Creamy layer clause" issued by the Competent Authority for employment under Government of India and should be as per the Central list of OBC's published by Government of India. Please also note that the validity of "Non - Creamy layer" Certificate should not be older than 06 (Six) months from the date of eligibility criteria."
Candidates belonging to EWS category will be required to attach Income & Assets Certificate as per the attached annexure.
- vi) Curriculum vitae (CV)

TA.DA Reimbursement to SC / ST candidates

Candidates belonging to Scheduled Caste/Scheduled Tribe categories will be entitled for reimbursement of second class return rail/bus fare from the nearest railway station i.e. from the address given in the application to Delhi / New Delhi on production of railway receipt/ticket, as per rules at the time of Interview only.

COVID-19 GUIDELINES FOR INTERVIEW

In the present context of Covid-19 pandemic situation, the candidates are informed to strictly abide by all safety and security instructions during the interview and follow the guidelines as listed under:

- (a) All candidates should strictly follow the extant ICMR guidelines prior to attending for interview.
- (b) All candidates attending the Interview shall wear appropriate face masks properly covering their nose, mouth, chin etc and carry personal hand sanitizer. The candidates shall remove the mask at gates for identification. **Those candidates without face masks shall not be permitted to attend the Interview.** All candidates seeking entry into the venue have to stand in the queues at the Gates, entrances etc. so that social distancing as per norms can be ensured.
- (c) Compulsory screening shall be done for all candidates entering through gates with thermal scanner.
- (d) Any candidate found to have fever and cough with breathing problems are liable to be stopped / denied entry / permission to attend the interview. They shall not be permitted for further process.
- (e) All candidates shall bring their own water bottles / other refreshments and avoid sharing of personal items.
- (f) All candidates shall bring their own stationery items and avoid sharing of such items.

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FORMAT OF APPLICATION

Paste a recent
Passport size
photograph

(Please do not
staple)

Post Applied For _____

- I. a/ Name: _____
b/ Father's Name: _____
c/ Address: _____

Pin Code _____

d/ Contact Details:

- i) Telephone Nos.: _____
ii) Mobile No.: _____
iii) E-mail id: _____

e/ Date of Birth: _____

f/ Age (As on 15.03.2022) _____ (Years) _____ (Months) _____ (Days)

g/ Nationality: _____

h/ Religion: _____

II. Category you belong to:

(Please)

GEN

SC

ST

OBC

EWS

In case of OBC the certificate should be in the prescribed proforma for employment under Centre government.

State to which Belong _____

Serial number of the certificate in the Central List of OBC . : _____

III. Bank Draft No. _____ & Bank Draft Date: _____ Bank Draft drawn on: _____ (Not applicable in case of ST /SC Candidates)

IV. Educational / Professional Qualifications: (10+2 onwards)

Exam. Passed	University/ Board	Year of Passing	Subjects	% age of Marks

V. Have you ever been employed?

(Please . If yes, give details):

VI. Experience (Starting form present Employer)

Organization	Designation	Period		Details of job assignment	Last Salary Drawn	Reason for leaving
		From	To			

The experience should be post qualification.

VII. Passport Details

Number : _____

Date of Issue : _____

Date of Expiry: _____

Any other information:

I hereby declare that the above information is correct to the best of my knowledge and belief. I undertake that if I have suppressed any factual information, my candidature will be rejected.

Date:

SIGNATURE OF CANDIDATE

OBC Certificate Format

FORM OF CERTIFICATE TO BE PRODUCED BY OTHER BACKWARD CLASSES APPLYING FOR APPOINTMENT TO POSTS/ ADMISSION TO CENTRAL EDUCATIONAL INSTITUTIONS (CEIs), UNDER THE GOVERNMENT OF INDIA

This is to certify that Smt / Kum _____ Daughter of Shri / Smt. _____ of Village / Town _____ District / Division _____ in the State, _____ belongs to the _____ Community which is recognized as a backward

class under:

- (i) Resolution No. 12011/68/93-BCC(C) dated 10/09/93 published in the Gazette of India Extraordinary Part I Section I No. 186 dated 13/09/93.
- (ii) Resolution No. 12011/9/94-BCC dated 19/10/94 published in the Gazette of India Extraordinary Part I Section I No. 163 dated 20/10/94.
- (iii) Resolution No. 12011/7/95-BCC dated 24/05/95 published in the Gazette of India Extraordinary Part I Section I No. 88 dated 25/05/95.
- (iv) Resolution No. 12011/96/94-BCC dated 9/03/96.
- (v) Resolution No. 12011/44/96-BCC dated 6/12/96 published in the Gazette of India Extraordinary Part I Section I No. 210 dated 11/12/96.
- (vi) Resolution No. 12011/13/97-BCC dated 03/12/97.
- (vii) Resolution No. 12011/99/94-BCC dated 11/12/97.
- (viii) Resolution No. 12011/68/98-BCC dated 27/10/99.
- (ix) Resolution No. 12011/88/98-BCC dated 6/12/99 published in the Gazette of India Extraordinary Part I Section I No. 270 dated 06/12/99.
- (x) Resolution No. 12011/36/99-BCC dated 04/04/2000 published in the Gazette of India Extraordinary Part I Section I No. 71 dated 04/04/2000.
- (xi) Resolution No. 12011/44/99-BCC dated 21/09/2000 published in the Gazette of India Extraordinary Part I Section I No. 210 dated 21/09/2000.
- (xii) Resolution No. 12015/9/2000-BCC dated 06/09/2001.
- (xiii) Resolution No. 12011/1/2001-BCC dated 19/06/2003.
- (xiv) Resolution No. 12011/4/2002-BCC dated 13/01/2004.
- (xv) Resolution No. 12011/9/2004-BCC dated 16/01/2006 published in the Gazette of India Extraordinary Part I Section I No. 210 dated 16/01/2006.

Smt / Kum. _____ and / or her family ordinarily reside(s) in the _____ District / Division of _____ State. This is also to certify that she does not belong to the persons / sections (Creamy Layer) mentioned in Column 3 of the Schedule to the Government of India, Department of Personnel & Training O.M. No. 36012/22/93-Estt.(SCT) dated 08/09/93 which is modified vide OM No. 36033/3/2004 Estt.(Res.) dated 09/03/2004.13/15

District Magistrate / Deputy Commissioner, etc.
Seal

Dated : _____

NOTE:

- a) The term 'Ordinarily' used here will have the same meaning as in Section 20 of the Representation of the People Act, 1950.
- b) The authorities competent to issue Caste Certificates are indicated below:
 - (i) District Magistrate / Additional Magistrate / Collector / Deputy Commissioner / Additional Deputy Commissioner / Deputy Collector / Ist Class Stipendiarys Magistrate / Sub-Divisional magistrate / Taluka Magistrate / Executive Magistrate / Extra Assistant Commissioner (not below the rank of Ist Class Stipendiary Magistrate).

- (ii) Chief Presidency Magistrate / Additional Chief Presidency Magistrate / Presidency Magistrate.
- (iii) Revenue Officer not below the rank of Tehsildar and
- (iv) Sub-Divisional Officer of the area where the candidate and / or his family resides.
- (v) Caste Certificate issued from Maharashtra State must be validated by social welfare Department of Maharashtra Government.

Government of
(Name & Address of the authority issuing the certificate)

INCOME & ASSEST CERTIFICATE TO BE PRODUCED BY ECONOMICALLY WEAKER SECTIONS

Certificate No. _____

Date: _____

VALID FOR THE YEAR _____

This is to certify that Shri/Smt./Kumari _____ son/daughter/wife of _____ permanent resident of _____, Village/Street _____ Post. Office _____ District _____ in the State/Union Territory _____ Pin Code _____ whose photograph is attested below belongs to Economically Weaker Sections, since the gross annual income* of his/her 'family'*** is below Rs. 8 lakh (Rupees Eight Lakh only) for the financial year _____. His/her family does not own or possess any of the following assets*** :

- I. 5 acres of agricultural land and above;
- II. Residential flat of 1000 sq. ft. and above;
- III. Residential plot of 100 sq. yards and above in notified municipalities;
- IV. Residential plot of 200 sq. yards and above in areas other than the notified municipalities.

2. Shri/Smt./Kumari _____ belongs to the _____ caste which is not recognized as a Scheduled Caste, Scheduled Tribe and Other Backward Classes (Central List)

Signature with seal of Office _____
Name _____
Designation _____

Recent Passport size
attested photograph of
the applicant

*Note1: Income covered all sources i.e. salary, agriculture, business, profession, etc.

**Note 2: The term "Family" for this purpose include the person, who seeks benefit of reservation, his/her parents and siblings below the age of 18 years as also his/her spouse and children below the age of 18 years

***Note 3: The property held by a "Family" in different locations or different places/cities have been clubbed while applying the land or property holding test to determine EWS status.