

## JOB DESCRIPTION

POSITION IDENTIFICATION		FUNCTIONAL RELATIONSHIPS	
<b>Job Title:</b>	<b>Customer Service Representative</b>	<b>Direct Reports:</b>	Senior Customer Service Representative
<b>Reports to:</b>	Manager – Iyanola Executive Lounge	<b>Internal Contacts:</b>	SLASPA Personnel
<b>Department:</b>	Iyanola Executive Lounge	<b>External Contacts:</b>	Airlines, concessionaires at the facility

### **JOB SUMMARY:**

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To ensure the prompt, courteous and effective processing of all customers.

### **DUTIES AND RESPONSIBILITIES**

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#### ***Lounge Responsibilities:***

- To meet and greet the clients upon arrival and escort them to the lounge.
- Responsible for recording information in the daily diary, regarding clients and any other information regarding the shift operation which needs to be followed through or may require immediate attention.
- Responsible for recording all meetings and conferences held at the lounge.
- Handling cash.
- Assist clients with placing calls, faxes, etc.
- Assist clients with any other administrative duties which they may require.
- Prepare cash and charged invoices for walk-ups.
- Meet and greet clients at the aircraft if a request is made. Walk them through Immigration and Customs and arrange transfers for them.
- Responsible for informing the authorities by facsimile (Immigration, Customs and Security) regarding passengers who have requested to be met at the aircraft.
- Prepare Flight Information Log Sheet.
- Prepare Information Form.
- Prepare daily Bank Deposits.
- Assist in marketing initiatives for the CIP Lounge.
- Assist in customer service function at HIA.

#### ***Airport Operations Responsibilities:***

- Ensure that public announcements are timely, clear and accurate at all times.
- Ensure that the seating is always kept in the approved seating arrangements, and that magazines are neatly organized at all times.
- Assist in other service areas inclusive of kitchen, and other related areas.
- Ensure that the trolleys are neatly parked at the Customs Hall during and after flight operations as necessary.
- Assist arriving and departing customers (wider airport area) to ensure a seamless flow of passengers.

- Play an effective role in the team operations at the Lounge.
- Serve as main contact for SLASPA as it relates to customers during Airport Operations.
- Report on any deficiencies observed in equipment, service and standards to Airport Management.
- Perform any other duties that may be assigned by the Customer Service Supervisor and Manager.

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**QUALIFICATIONS, SKILLS & EXPERIENCE**

- Five (5) CXC Subjects including Mathematics and English
- Certificate in Customer Service will be an asset
- Minimum of three years' experience in the service sector
- Excellent interpersonal, communication skills.
- Advanced knowledge of and proficiency in MS Office Suite.
- Outstanding problem-solving skills.
- Excellent time management and organizational skills.
- Excellent writing skills.
- Active listening Skills.

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**FAVORABLE ATTRIBUTES**

- Function with a team environment.
- Ability to be flexible with work assignments.
- Ability to use one's initiative and be proactive.
- Ability to stimulate and manage change and develop strong teams.

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**SIGNATURE**

I confirm that the requirements of this job description were discussed with me and I understand what is expected of me.

Employee's Name : \_\_\_\_\_

Employee's Signature : \_\_\_\_\_

Date : \_\_\_\_\_