

JOB DESCRIPTION

POSITION IDENTIFICATION		FUNCTIONAL RELATIONSHIPS	
Job Title:	Customer Service Representative – HIA	Direct Reports:	None
Reports to:	Senior Customer Service Representative	Internal Contacts:	Airport Management
Department:	Airports Division	External Contacts:	Airlines; Customs, Security, and Immigration; Concessionaires

JOB SUMMARY:

To create and maintain a service-oriented environment providing excellent delivery to customers by ensuring prompt, courteous, and effective processing and to maintain airport standards under challenging situations while adhering to security requirements.

DUTIES AND RESPONSIBILITIES

1. Maintain a welcoming environment for both internal and external customers by providing front line, first point of contact service to customers practicing the highest standards of service delivery.
2. Assist customers with sign-in/sign-out process and ensuring their awareness of security/safety procedures as directed by the Ports Police.
3. Work with the Ports Police to maintain a security conscious environment through the prevention of loitering within the airport environment.
4. Work in collaboration with the contracted cleaners to ensure that the airport environment is always clean in keeping with the airport's standards.
5. Respond to public enquires and refer customers to the appropriate contact persons for further information.
6. Maintain a working knowledge of the operations of the organization/airport and systems related to service delivery.
7. Enter all complaints/faults/incidents in the complaints log book and inform the relevant persons immediately of the same.
8. Update the flight information display system (FIDS) on a timely basis.
9. Attend periodic departmental meetings, and keep the Airport Manager/Duty Managers informed on Customer Service issues and complaints at all times.
10. To serve as main contact for SLASPA as it relates to Airport operations in the absence of Management.
11. To co-ordinate the VIP Lounge operations in the absence of the Co-ordinator, Protocol and Customer Service.
12. Make recommendations to the Airport Manager for improvement of service delivery at the airport focusing specially on Customer Service.
13. Perform other duties as may be assigned from time to time by the Airport Manager/Duty Managers.
14. To enforce the provisions of the standard operating procedures (SOP) and Guidelines for the airport.
15. To meet and greet the VIPs upon arrival and escort them to the Lounge, and also to the Aircraft
16. To ensure that the airport environment is prepared for airport operations on mornings
17. Responsible for informing the airport authorities (Immigration, Customs, Security, and airlines) of VIP Passengers
18. Follow health, safety, and sanitation guidelines at all times.

19. Perform all other related duties as may be assigned from time to time by the Co-ordinator, Protocol and Customer Service.

QUALIFICATIONS, SKILLS & EXPERIENCE

- Five (5) CXC subjects, general proficiency, Grades 1-3, two of which must be English and Mathematics
- Certificate in Customer Service
- Diploma in Hospitality Management would be an asset
- HACCP certificate an asset
- Advance communication skills (both written and verbal)
- Advance interpersonal skills
- Computer literate
- Advance service standards
- Intermediate problem-solving skills
- Dependability, energetic, and creative
- Time Management
- Self-motivated and the ability to work independently
- Commitment to continuous improvement
- Ability to speak additional languages is desired
- Minimum 1-2 years' experience in the service sector

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.

3 August 2023