



## **JOB DESCRIPTION**

### **Job Title**

Customer Service Agent

### **Reporting**

You will report to the Head of Customer Service or Duty Supervisor. This reporting situation may change as the organisation responds to ongoing change and business requirements.

### **Purpose of post**

To ensure that the company provides high quality, efficient and cost-effective Customer Service.

## ***MAIN DUTIES***

### **Operations**

- Check-in, Levy Desk, Flight Dispatch, AIS, Information Desk, Flight Information Unit, Airport Switchboard and Ticket Desk.
- Ensure that all administration activities associated with customers are completed in accordance with company policy and/or the requirements of airlines using the airport facilities. Customers are defined as any user of an Airport Service I.e. Airlines, Travelling public, General Public.
- Present the best possible corporate image for the company at all times and ensure that all customers are dealt with courteously and efficiently.
- Adhere to all Airport policies and procedures.

### **Finance**

- Ensure that all financial transactions are completed in accordance with company policy and/or the requirements of airlines and that funds are accurately accounted for.
- Ensure strict compliance with cash handling and security procedures.

### **Position Requirements**

- Previous experience in a Customer Service /Sales environment.
- Computer Literacy

The position requires an individual who:

- Is a self-motivated, self-starter who demonstrates consistent “can do” approach.

- Is flexible.
- Has the ability to work on own initiative and as part of a team.
- Is reliable, trustworthy, dedicated to maintaining high quality standards and achieving company results.
- Is an effective communicator at all levels both inside and outside the organisation.
- Has good problem solving and analytical skills.
- Has the ability to work under pressure to tight deadlines.

**The above list is not exhaustive and we expect to see a demonstration of the jobholder's individuality, innovativeness and use of their particular skills as appropriate.**