



JOB & PERSON SPECIFICATION - AURIGNY AIR SERVICES

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| Role Title: | Customer Services Agent |
| Location: | Alderney |
| Reports To: | Station Manager |
| Hours: | Shift Working |

Role Purpose:

Working under the supervision of the Station Manager, attending to Aircraft handling, Passenger check- in and service. Operates all computer equipment including DCS Check-in and Departure Control where relevant. Operates all other station equipment, telephone systems, ground handling vehicles and other ramp equipment. Maintains high standards of service and appearance.

The Role:

- Responsible for aircraft arrival and departure checks that include – attending the ramp; vehicle checks and stand checks; aircraft shut down procedures, safety equipment, vehicle procedures.
- Off-loading and loading process – including checking in of passengers, loading bags correctly, off-loading bags,
- Following company procedures for ramp vehicle safety
- Loading freight and setting up aircraft for emergency evacuations
- Operating the check in system for passengers
- Operate the radios effectively

Essential Skills/Experience:

- Must possess a full, clean driving licence
- Ability to recognise and deal with challenges promptly and efficiently
- Demonstrates qualities of self-motivation and professionalism, with the ability and willingness to take on extra responsibility
- Excellent interpersonal and communication skills
- Flexible approach to working hours as necessary including work late to manage schedule delays
- Have the ability to raise safety reports and have a proactive attitude to safety.
- Ability to work as part of a team

Professional and/or regulatory requirements:

- Able to produce a basic Police Disclosure covering a period of 5 years acceptable to the airport authorities in order to obtain an airside pass

All about you: Friendly, approachable, keen to support your colleagues and the Company wherever possible and beyond the requirements of your role. You will take pride in delivering a high level of customer service both internal and external and be willing and able to adapt to change. A supporter of our **VALUES** both internally and externally is paramount to you succeeding within our Company.