



## JOB & PERSON SPECIFICATION – AURIGNY AIR SERVICES

<b>Role Title:</b>	Customer Services Agent
<b>Location:</b>	Alderney
<b>Reports To:</b>	Station Manager
<b>Hours:</b>	Shift Working
<b>Role Purpose:</b>  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.	
<b>The Role:</b>  <ul style="list-style-type: none"> <li>• 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.</li> <li>• Off-loading and loading process – including checking in of passengers, loading bags correctly, off-loading bags,</li> <li>• Following company procedures for ramp vehicle safety</li> <li>• Loading freight and setting up aircraft for emergency evacuations</li> <li>• Operating the check in system for passengers</li> <li>• Operate the radios effectively</li> </ul>	
<b>Essential Skills/Experience:</b>  <ul style="list-style-type: none"> <li>• Must possess a full, clean driving licence</li> <li>• Ability to recognise and deal with challenges promptly and efficiently</li> <li>• Demonstrates qualities of self-motivation and professionalism, with the ability and willingness to take on extra responsibility</li> <li>• Excellent interpersonal and communication skills</li> <li>• Flexible approach to working hours as necessary including work late to manage schedule delays</li> <li>• Have the ability to raise safety reports and have a proactive attitude to safety.</li> <li>• Ability to work as part of a team</li> </ul>	
<b>Professional and/or regulatory requirements:</b>  <ul style="list-style-type: none"> <li>• 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</li> </ul>	
<b>All about you:</b> 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.	