JOB & PERSON SPECIFICATION – AURIGNY AIR SERVICES

Role Title:	Passenger Services Agent
Location:	Guernsey Airport
Reports To:	Ground Handling Duty Manager
Hours:	Shift System 25 hours per week 4 on 4 off

Role Purpose:

Working under the supervision of Duty Managers/Front of House Supervisors the Passenger Services Agent will attend to Passenger check-in. This position will include the use of all computer equipment including DCS Check-in and Departure Control where relevant. Operates all other station equipment including radios, telephone systems and payment systems. Assisting with flight boarding and passenger announcements. Maintains high standards of service and appearance.

The Role:

- Carries out the Customer Service and Ground Operations functions at their Station needed to process passengers, baggage and other payload through the terminal inbound and outbound.
- Is required to use and operate all communication and computer systems available.
- Is required to ensure that all activities are carried out in a safe and legal manner, with reference to company procedures.
- Initiates action in respect of mishandled or damaged baggage or other payload.
- Is expected to act as the Company representative if so required.
- Collects all excess baggage charges as appropriate when on check-in duties.
- Follows all laid down procedures when dealing with customer requests for special handling (e.g. WCHR/WCHS/WCHC, UM, YP, Transit/interline arrangements, baggage labelling, restricted and hazardous items).
- Initially deals with customer enquiries, complaints, and problems sympathetically and professionally.
- Undertakes all duties as allocated by the Ground Handling Duty Manager or other designated official.
- Contacts with other carriers and airport authorities in the normal course of duties.
- Be presentable/neat and tidy at all times.
- Strive to meet deadlines with the company's set PTS – Precision Time Schedule plan and achieve OTP – On Time Performance.
- Assisting with the Revenue and Disruptions team, including Ticket Payments and Baggage Charges at the desk.
- Assist in check-in duties and handling for customer airlines

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Essential Skills/Experience:

- Be well organised with good attention to detail.
- Be proactive in approach to all responsibilities with the ability to work on your initiative and to specific deadlines.
- 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.
- Proven ability to work under pressure and tight deadlines.
- Excellent interpersonal and communication skills.
- Flexible approach to working hours as necessary.
- Have the ability to raise safety reports and have a proactive attitude to safety.

Desirable Skills/Experience:

- Basic IT Skills
- Customer Service Experience

Professional and/or regulatory requirements:

- References
- Clear Police check
- Full 5 year history 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.

PROUD OF YOU PROUD OF OUR AIRLINE
*Our **PEOPLE** have the potential to achieve, to soar higher and further than they believed possible.*
*Our culture is one of **RESPECT**, inspiration and excellence from the ground to the clouds.*
*With their energy and commitment, our teams on land and in the air make our airline **OUTSTANDING**.*
*We operate with integrity, transparency, honesty and dependability; we stand **UNITED** as one. Safety is paramount, central to everything we do.*
*We are prepared to go the extra mile to **DELIVER** a service to our customers that we are PROUD of.*