

JOB & PERSON SPECIFICATION – AURIGNY AIR SERVICES

Role Title:	Customer Services Agent incorporating ramp, traffic and baggage handling
Location:	Southampton Airport
Reports To:	Duty Manager
Hours:	Shift (refer to shift pattern)
Role Purpose: To support the safe, efficient and effective landing and departures of all Aurigny and customer airline aircraft in Southampton.	
The Role: Customer Services – <ul style="list-style-type: none"> • Responsible for the actions of seasonal staff whilst working with them on designated duties. • 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 and to receive and dispatch aircraft following the procedures laid down by the Company. • Is required to use and operate all communication and computer systems available. • Is required to ensure that all activities are carried out safely and legally, with particular reference to ramp procedures. • Initiates action in respect of mishandled or damaged baggage or other payload. • Is expected to demonstrate knowledge and awareness of Company procedures with regards to aircraft handling and dispatch, in particular the specific aircraft restrictions as laid down in the various Aircraft Handling Manuals. • Is expected to act as 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 Dispatch <ul style="list-style-type: none"> • Ensure safe and timely aircraft arrival and departure. • Oversee ramp area safety and perform FOD checks. • Coordinate services requested by crew or engineers. • Communicate information to the Load Control Department. • Foster strong relationships with staff, airport, and service providers. • Assist with disruption management and check-in processes. • Maintain a neat and presentable appearance. 	

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Ramp -

- Operate all company vehicles in a safe and efficient manner
- Operate all equipment in a safe and efficient manner
- Operate to the requirements and standards of all company SOP's and promote these practices throughout the team culture
- Follow all Airline Safe Working Practices
- On-load and off-load baggage manually or mechanically
- On-load and off-load all loose cargo of varying weights and sizes
- Undertake all relevant baggage sortation duties including AAA in a safe and efficient manner
- Carry out area hazard checks and aircraft inspections
- Perform II headset and pushback duties in a safe and efficient manner
- position and remove steps, GPU's ASU's in a safe and efficient manner
- Operate equipment requiring climbing to heights of up to 8 feet
- Follow all safety procedures set down by the Company including H&S regulations

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 own initiative to specific deadlines
- Ability to recognise and deal with challenges promptly and efficiently
- Full clean driving licence
- 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

Professional and/or regulatory requirements:

- Must be able to provide 5 years full referencing history
- An enhanced Police Clearance Certificate deemed satisfactory to Aurigny and the Airport Authorities

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.