

## Customer Service Agent

### JOB SUMMARY

To provide all necessary help and support to passengers as required by our customer airlines which may include check in, baggage processing, reservations and ticketing, boarding of flights, air-bridge operation, greeting arriving passengers, handling of VIPs, provide special passenger assistance, handle customer complaints and other duties as assigned.

### JOB RESPONSIBILITIES

The following responsibilities are associated with this job role:

- Assist passengers with self-service check-in kiosks
- Inspect and verify passenger documentation
- Issue boarding passes and reschedule passengers affected by flight interruptions or cancellations
- Manage passenger baggage processing including handling and fee calculation if applicable
- Assist passengers as needed through arrival and check in processes including support for passengers with special requirements such as unaccompanied minors (UM), VIP passengers and passengers needing wheelchair assistance
- Direct passengers through Customs, Immigration, and quarantine as required
- Make public address announcements as required
- Assist colleagues in other areas of the airport to ensure that wheelchairs, strollers and gate checked bags (cleared through security) are made available for loading upon departure and delivery to passengers upon arrival
- Comply with all UK/Ireland/EU legislation as well as airport authority and carrier security requirements
- Comply with Swissport Standard Operating Procedures (SOP's)
- Operate computers and specialist equipment such as air-bridge, scanners and airline specific software
- Produce work-related documentation when required
- Maintain the highest standards of safety and security at all times
- Other duties as assigned

### QUALIFICATIONS & COMPETENCIES

- In possession of at least three GCSE's / O Level or Leaving Cert (and equivalent)
- Flexible to work on various shifts (days, evening, nights, weekends, and holidays)
- Ability to speak and understand the English language
- Ability to travel to the airport at times where public transport is not available
- Excellent communication skills (written and verbal)
- Must be able and willing to type and learn airline specific computer systems
- Ability to follow processes and procedures and apply flexible approach when required
- Willingness to work in inclement weather if required
- Passionate about customer service
- Commitment to continuous improvement
- Self motivated and able to work independently
- Previous experience working in an aviation environment is desired
- Ability to speak additional languages is desired

### CAREER PROGRESSION

You will commence the role as a Grade 1 Agent Level 1, after successful completion of 12 months service subject to passing the probationary period and demonstrating competence in all basic and intermediate tasks, you will become a Grade 2 employee. Following a further period of development and subject to job vacancies arising you will have the opportunity to apply for other positions /promotion.

# JOB DESCRIPTION



## COMPANY TRAINING MODULES (to include)

- |                             |   |
|-----------------------------|---|
| • GE01 / UK19               | Company Induction / Equality, Diversity and Data Protection |
| • UK20A                     | Emergency Response Procedures Customer facing               |
| • GE03A                     | Health & Safety Pax Specific                                |
| • GE15                      | Manual Handling   |
| • DG05                      | Dangerous Goods   |
| • UK02                      | Baggage Reconciliation                                      |
| • UK08                      | GSAT  |
| • GE-UK-07                  | Fire Awareness  |
| • Airline Product Knowledge | Customer Specific   |
| • PAX01                     | Dealing with Special Passengers and PRM                     |
| • PAX02                     | Flight Disruption / Irregularity Handling                   |
| • PAX03                     | Arrival Function / Procedures                               |
| • PAX05                     | Boarding Gate   |
| • PAX06                     | Travel Documentation  |
| • PAX07                     | Basic Check In and Baggage Allowance                        |
| • PAX08                     | Sales   |
| • PAX10                     | Passenger Seating   |
| • PAX11                     | Manual Check In   |

## TASKS & ACTIVITIES

### MANDATORY

- Corporate Induction
- Departmental Induction (Inc Principles of Flight)
- Emergency Procedures Awareness
- Health & Safety Awareness
- Manual Handling
- Dangerous Goods Regulations (DGR) Awareness
- Accounting and Authorising (AAA)
- General Security / Fire Awareness (GSAT)
- Airline product Knowledge
- Animal (AVI) & Weapons Awareness
- Announcements
- Arrivals Segregation & Presentation
- Baggage Check & Processing (Both Hand & Hold)
- Basic Flight/ Ticket Disruption Handling Awareness
- Check-In Procedures (Manual)
- Distribute Issue Light Refreshment Vouchers
- Passenger Boarding Procedures
- Passenger with restricted Mobility (PRM) Services
- Passport & VISA Checks
- Seating Allocation at Check-In
- Special Assistance Duties (UM etc.)
- Travel Services Product Sales (Lounge/Concierge etc.)
- Airline Check-In Systems
- Passenger Marshalling (Inc Pass Guidance Systems)

### OPERATIONAL

- Aircraft Cleaning (Internal)
- Airline Revenue Payments
- Check-In Procedures (Open & Close)
- Departure Gate Control/ Oversee Activities
- Equipment Checking
- Gate Bag Payment Handling
- Introduction to Lounge Services
- Kiosk Hosting / Bag Drop Supervision
- Passenger with Restricted Mobility (PRM) Services
- Property Irregularity Reports (PIR)
- Assist with Dispatch Duties as Required

[NOTE: This is not exhaustive and may vary depending on location and operational / local customer requirements.]