

Lounge Services Agent

JOB SUMMARY

The Lounge Agent will take care of the operations related to the reception of passengers, the arrivals of flights, and the check-in process at the lounge.

JOB RESPONSIBILITIES

The following responsibilities are associated with this job role:

- Provide to the passengers an exceptional level of customer service at all times
- Greet passengers as they enter the Lounge and introduce them to all aspects of the Lounge product, advising them of all available services and offering assistance where required to maintain customer loyalty
- Liaise with service providers and supervise contracted staff, overseeing catering, cleaning and maintenance operations, so that service standards are met and maintained
- Assist operational staff in a proactive manner, to ensure passenger needs are met by undertaking seat changes, issuing of boarding cards, check-in of transit passengers, and reservation changes
- Keep all passengers in the lounge informed regarding their flight departure and any other information pertaining to their flight
- Responsible to restock shelves and coolers
- Answer phone calls and other duties assigned as directed by the Lounge Supervisor
- Any other duties associated with the job classification

QUALIFICATIONS AND COMPETENCIES

- High School diploma or GED equivalent
- Passionate about customer service and must have relevant work experience
- Experience as a passenger agent or equivalent experience in aviation field is an asset.
- Excellent communication skills (written and verbal) in country specific language
- Additional languages desirable (French language is required for the locations in the province of Quebec).
- Commitment to continuous improvement
- Self motivated and able to work independently
- Attentive to detail and numerate
- Ability to follow processes and procedures and apply flexible approach when required
- Willingness to work in inclement weather
- Flexible to work on various shifts (days, evening, nights, weekends, and holidays)