

**JOB TITLE:** CUSTOMER SERVICES AGENT

**DEPARTMENT:** CUSTOMER SERVICES

**REPORTS TO:** CUSTOMER SERVICES SUPERVISOR (CSS)

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The Customer Services Agent (CSA) reports directly to the Customer Services Supervisor (CSS).

**Main Scope and Function of Job**

To provide check-in, customer service desk, executive lounge, baggage, ADF and general assistance to scheduled, charter and helicopter passengers to the highest standard of customer care.

**Environment**

The Customer Services department provides, on behalf of airlines and aircraft operators, a handling service for their passengers. The service provided will include check in, boarding, baggage accounting, checking travel documentation, recording lost or damaged property and providing assistance to special need passengers, i.e. passengers with reduced mobility (PRM), unaccompanied minors (UMNR's) and the elderly.

The Customer Services Department provides a ticketing and information desk service on behalf of Norwich Airport and airlines/aircraft operators who contract Norwich Handling to act as their agents at Norwich Airport Ltd. The service provided will include the sale of flight tickets, the issue of pre-paid or pre-booked tickets, and the re-issue of tickets for passengers whose flight details are amended at their request or through operational delays or cancellations as well as dealing with face to face enquiries as well as those received by telephone and email.

To ensure the smooth and efficient arrival, registration and departure of all Executive Lounge customers. To proactively ensure that the customers needs and special requirements are met and exceeded at all times. To ensure all food and beverage items are continuously stocked and available for all customers at all times. To ensure all tables are continuously kept clean and crockery and cutlery is washed and replenished accordingly. To create a memorable and lasting experience by delivering an exemplary level of customer service to each and every visiting customer.

Shifts are between the hours of 0400 to 0000 7 days per week, 365 days a year and these are subject to change at short notice due to operational reasons i.e. delays, diversions,

cancellations or additional movements. This will consist of early and late shifts. The post holder may be required to stay beyond their rostered finish time during flight delays and disruption. The post holder must be available and have a willingness to work flexible hours and this includes unsociable hours, weekends and seasonal holidays.

### **Supervisory Responsibilities / Decision Making Authority**

The post holder reports to the CSS.

The post holder has no supervisory responsibilities, however may be required to assist newly trained staff in gaining practical experience of routine procedures.

The post holder will be expected to work on their own initiative and make decisions based on standard published procedures or in the interest of customer service, efficiency or safety.

### **Main Duties & Responsibilities**

- Checks in passengers and baggage, using manual and computer systems, in accordance with airline procedures, and in compliance with DFT, IATA and CAA Directives.
- Deal with telephone, email and face to face enquiries on the Customer Services / Information Desk.
- Prepares all documentation in compliance with DFT, IATA, CAA and airline requirements.
- Deals promptly with Property Irregularity Reports (PIR's) and instigates tracing action for mis-routed baggage.
- Liaises with other agencies: Flight Dispatch, Security, Ground Services and the Fire Service to ensure on time departures are achieved.
- Completes appropriate documentation, handling of monies, credit cards and unique payments as applicable.
- To prepare the executive lounge for service by completing the tasks specified on the opening/closing duties report.
- To welcome and register customers into the executive lounge, processing entry cards and taking payment if required.
- To continuously liaise with the CSS to maintain required stock levels at all times and ensure that the correct equipment is in place for the shift.
- To ensure all food and beverage items are continuously stocked and available for all customers at all times.
- To adhere to the Service Level Agreements (SLA's) in place with individual airlines.
- To ensure that the correct cleaning is carried out on a daily/weekly basis.
- To complete daily reports and administration duties.
- To report any loss/breakages or shortages in equipment as well as reporting any dangerous, damaged or faulty equipment and accidents which may occur.
- Follow all procedures and processes to complete tasks in compliance with operational targets, safety requirements and standard operational processes and to have sound knowledge of the company's safety reporting system (OSHENS) to maintain a safe environment at all times.
- To pass on feedback to the CSS from customers and to feedback any areas of concern relating to customer satisfaction that may occur during service and to have sound knowledge of the company's complaint handling procedure.

- Being accountable and taking ownership of the entire customer experience whilst remaining resilient in the face of adversity, applying a constructive approach to finding solutions.
- Provides assistance to all passengers to the highest standard of customer service at all times, especially in the event of delays, cancellations and diverted flights
- Any other ad-hoc duties within the Customer Services department as directed by the CSS or management team which may include accessing airline check-in and reservation systems.

### **Assignment/Source of Work**

The post holder will receive instructions from the CSS but will also be required to be self-motivating as some of their working day may consist of lone working.

The main source of work is generated by airlines / aircraft operators using Norwich Airport who request handling assistance for passengers travelling on their flights. These operators may be scheduled, charter or private service providers using fixed or rotary wing.

### **Contacts & Relationships**

Contact with a wide variety of internal departments at the airport including: Security, Ground Services, Flight Dispatch, Fire Service, Parking Services, Cleaners and Caterers. Also liaises with other airport management in the absence of a more senior member of staff within the department.

External contacts include: Airline operators, Courier Services, Tour Companies, Hotels, Coach Companies and Taxi services. Also contact with the Police, Special Branch, UK Border Force officers.

## **REQUIREMENTS**

### **Qualifications / Education**

- Good basic education standards to GCSE level, especially English and Maths with a second language being advantageous.
- IT literate.

### **Experience**

- Dealing with the public, in a customer service related position.
- Airline or Travel and Tourism experience/ studies preferred.

### **Specialist Training**

- Customer Services Induction.
- Check-in procedures – both manual and automated.
- Carriage of Dangerous Goods by air.
- Security Questioning of passengers – Category 7 DFT
- Basic Food Hygiene Certificate (training provided).
- Fire Extinguishers – implementation of emergency procedures.
- Fire Safety – training on a regular basis.
- Security Awareness – training on a regular basis.

- Health & Safety Awareness.
- Manual Handling.
- PRM/Disability Awareness.
- Emergency Procedures.
- Oshens.

**Aptitude / Skills**

- Liaise with customers and colleagues in a polite and efficient manner.
- Pleasant outgoing personality.
- Ability to work to tight schedules and with accuracy.
- Of smart appearance adhering to company uniform regulations at all times.
- Ability to remain calm and methodical in stressful situations.
- Lead by example.
- An open mind and receptive to change.
- Exceptional communication & organisational skills.
- Highly self-motivated.
- Open minded and able to adapt to a face paced, ever changing environment.
- Able to remain calm under pressure.
- Exhibits the utmost professionalism and maintains a positive 'can do' attitude in all interactions whilst professionally representing the business at all times.
- Aged 18 years or over.
- To undertake appropriate training as agreed with the Terminal Services Manager and to take responsibility for self-development.