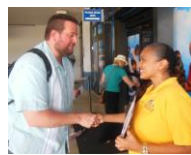




The Cayman Islands Airports Authority invites applications for the position of

Customer Service Officer



The successful applicant will assist with the development and coordination of customer service programs and standards for the Cayman Islands Airports Authority (CIAA) and airport partners and ensure standards are adhered to, conduct meet and greets for visitors, monitor appearance and tidiness of terminal, provide guidance and direction to arriving and departing passengers and assist with crowd management and control.

QUALIFICATIONS & EXPERIENCE:

- Minimum of 4 GCSE/CXC passes, which must include English and Mathematics.
- At least 3 years working experience, ideally in the hospitality and/or tourism industry.

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PREFERRED SKILLS

- Must be courteous and well-presented.
- The Officer must have excellent verbal communication skills, and multiple language skills will be an asset. Must be proficient in Microsoft outlook, word and excel
- Must display tact in dealing with passengers and with representatives of other airport service providers.
- Excellent customer relations skills, ability to work as a team or independently in a fast-paced environment.
- Must be proficient in Microsoft outlook, word and excel
- Prior experience in a busy customer service or tourism environment is an advantage.
- Patience and a sense of humour are desirable attributes.

SALARY & BENEFITS: Salary range is **CI\$35,560.00 – CI\$52,913.00** and will be commensurate with experience and qualifications. Benefits include contributory pension plan, paid vacation and health insurance. Preference will be given to Caymanians or permanent residents with the right to work. ***A clean police report, pre-employment drug screen and medical is a condition of employment.***

Applications should be emailed to:

HR.Recruitment@caymanairports.com, or sent to: **Chief Human Resources Officer, P.O. 10098, Grand Cayman KY1-1001, CAYMAN ISLANDS**

Job Description and Application Forms are available at www.caymanairports.com or at the Owen Roberts and Charles Kirkconnell International Airports' Administrative Offices.

CLOSING DATE 19th MAY, 2017

ONLY QUALIFIED SHORTLISTED CANDIDATES WILL BE CONTACTED