



The **Cayman Islands Airports Authority (CIAA)** invites applications for the post of

Customer & Commercial Services Manager



The successful applicant will be responsible for creating an environment of customer service excellence and will be the first point of contact for all external stakeholders' queries/and issues as well as all customer service issues and tenancy agreements. The successful applicant will lead a small Customer Service team and will be responsible for developing and coordinating customer service programs and standards for the CIAA employees and airport partners and ensuring standards are adhered to. This role also includes managing the Ground Transportation team and car parks and the management of the concession program to maximize revenue and ensure contract performance.

The ideal candidate will possess a Bachelor's degree in Business or Public Administration, Aviation Management or related field and will have Five (5) years' experience in customer service and commercial operations and/or marketing or similar position in a commercial airport or tourism environment.

In addition, applicants will have:

- Demonstrated ability to lead, motivate and direct a group of employees
- Demonstrated knowledge of best practice in airport retail as well as working knowledge of Airport Operations, highly motivated, energetic and customer focused.
- Customer Service experience in the Tourism Sector;
- Demonstrated negotiation and conflict resolution skills as well as experience negotiating contracts and agreements;
- Excellent written and verbal communication skills ;
- Fully proficient in Microsoft Office;
- Excellent interpersonal and customer service skills;

Salary and benefits: Salary range is between **CI\$55,014 - CI\$84,827.00** and will be commensurate with experience and qualifications. Benefits include a 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.*

APPLICANTS ARE REQUIRED TO SUBMIT A CIAA APPLICATION FORM, COVER LETTER AND CV SHOWING NO LESS THAN 5 YEAR'S WORK HISTORY.

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

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

CLOSING DATE, 7th July, 2017. ONLY QUALIFIED SHORTLISTED CANDIDATES WILL BE CONTACTED.