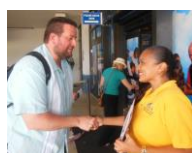




The Cayman Islands Airports Authority invites applications for the position of

### Customer Service Officer



This is a great opportunity for a dynamic individual to join our team and to assist with the development and coordination of customer service programmes and standards for the Cayman Islands Airports Authority (CIAA) and airport partners and ensure standards are adhered to, conduct “Meet and Greet” services for individual or groups of visitors, monitor appearance and tidiness of the terminal, provide guidance and direction to arriving and departing passengers and assist with crowd management and control.

***“The CIAA offers a dynamic culture and working environment, augmented by a suite of Benefits including: competitive Compensation, private sector Health Insurance, Pension Plan (6.4%), minimum of 12 days’ paid vacation per year and a generous competency & performance-based Learning and Development Plan for all eligible employees in established roles”.***

#### 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.

#### PREFERRED SKILLS

- Must be courteous and well-presented.
- 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 and ability to work as a team or independently in a fast-paced environment.
- 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. 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 A CV SHOWING NO LESS THAN 5 YEAR’S WORK HISTORY (Including explanation of any gaps over 30

days). Applications should be emailed to: [HR.Recruitment@caymanairports.com](mailto: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](http://www.caymanairports.com) or at the Owen Roberts and Charles Kirkconnell International Airports' Administrative Offices.

**CLOSING DATE: 6 July 2018**

**ONLY QUALIFIED SHORTLISTED CANDIDATES WILL BE CONTACTED**