



**Invitation to apply as “Independent or Self-Employed Contractors” as:
Airport Customer Service Ambassadors**



The **Cayman Islands Airports Authority (CIAA)** is nearing completion of a major upgrade to the Owen Roberts International Airport and is seeking to improve the way it operates to achieve its Vision and Mission of bringing excellence to your airport experience. CIAA is launching a Flexible, On-Call and Part-Time work opportunity for eligible and proven Caymanians (or legal Residents) to serve as Airport Customer Service Ambassadors (“ACS Ambassadors”).

The CIAA will only consider applications made directly by individuals who, if selected, will be expected to execute an Independent Contractor Agreement with the CIAA. Approximately 20 individuals will be selected through this process and will be expected to work as part of an integrated and aligned team, on Shifts and scheduled or called as needed and as convenient to the CIAA.

Airport Customer Service Ambassador:

The **expectations of this role include providing:** guidance, assistance, special needs support, and information to Arriving and Departing travelers; managing the orderly and professional flow of travelers through the airport terminal and to designated Checkpoints, especially during peak periods; answers to general questions about the Airport and the Islands, and assist guests and other stakeholders with Lost and Found or other allied services at the Airport; assist with Meeting, Greeting and Escorting qualified arriving and departing clients; assistance with handling customer complaints or resolving issues to a fully satisfactory result; monitor the appearance and tidiness of the airport terminal common areas and facilities, and liaise with other providers to ensure cleanliness and operational functionality; assist the Customer Service Action Team with various events and promotions as needed; and, assist with administering questionnaires or other data-gathering exercises to guests and other stakeholders when necessary.

The required **Qualifications, Skills, & Experience** include having (as a minimum) a High School Diploma (or equivalent) with at least 3 years' working experience, ideally in the hospitality/tourism sector. ALTERNATIVELY, at least 15 years' successful track record in a role where customer service, communication, or interpersonal skills were critical. Other expectations include: being courteous, alert, and with a positive presence; possess excellent verbal communication skills and command of English (although being bilingual is advantageous); tactful, patient and with excellent customer relations and problem-solving skills; a team-player who can also operate independently in a fast-paced environment, while remaining pleasant and with a sense of humour.

COMPENSATION and BENEFITS: The Independent Contractor will be paid a **flat fee of CI\$11.00 per Hour** worked. The Independent Contractor will be required to demonstrate proof of possessing Health Insurance coverage and, where applicable, proof of participation in an approved Pension Plan, in accordance with the relevant Laws.

Preference will be given to Caymanians or Permanent Residents with the Right to Work (without Immigration Restrictions) who are healthy and are either still actively seeking or have retired from full-time employment. A clean police record, previous employment and background due diligence checks, a pre-employment drug screen, and a full medical with Lab tests confirming fitness to work are conditions of employment.

APPLICANTS ARE REQUIRED TO SUBMIT A CIAA APPLICATION FORM, COVER LETTER, 2 CHARACTER OR PROFESSIONAL REFERENCES, AND a CV SHOWING NO LESS THAN 5 YEARS' 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**

The Application Forms are available at www.caymanairports.com or at the Owen Roberts International Airport's Administrative Offices at Beacon House on Owen Roberts Drive.

CLOSING DATE: 31 October 2018

ALL APPLICATIONS WILL BE ACKNOWLEDGED, BUT ONLY QUALIFIED SHORTLISTED INDEPENDENT CONTRACTOR CANDIDATES WILL BE CONTACTED FOR AN INTERVIEW OR ASSESSMENT.