

Job Description

Job Title:	Airport Customer Service Ambassador	Job Category:	Customer Service Ambassador
Department/Group:	Customer Service	Job Code/ Req#:	
Location:	ORIA	Travel Required:	No
Level/Salary Range:	CI\$14.00 per hour	Position Type:	Independent Contractor
Job Holder:			

Job Purpose

The Airport Customer Service Ambassador (CSA) is responsible for the smooth passage of visitors through the airport terminal. This is an important position as the CSA is responsible for providing that important first and last impression of the Cayman Islands and the airport. He/she will assist with various customer service initiatives and programmes and standards for CIAA staff and airport partners and ensure standards are adhered to, direct arriving and departing passengers and assist with crowd management and control.

Dimensions

Reporting to the Customer Service Supervisor, the post-holder will form part of a team providing customer service support to members of the traveling public, airport clients, partners and stakeholders.

Role And Responsibilities

- Welcome and assist guests of the airport and share information about the airport
- Provide assistance to arriving and departing passengers, especially those with special needs, the elderly and families with young children
- Conduct tours
- Provide escorts
- Assist in emergencies and irregular operations
- Participate in and assist with special events
- Monitor the appearance and tidiness of the terminal building and liaise with janitorial and other services to ensure cleanliness and operational functionality, especially during peak periods
- Manage the flow of passengers through the terminal, particularly during peak periods
- Guide and direct arriving passengers to the correct Immigration line, being especially sensitive to the needs of non-English speakers

- Guide departing passengers with a long wait-time towards concession and waiting areas and, as appropriate, towards outgoing security screening and other formalities
- Be aware of, and provide information to passengers, the likely flow-times through the passenger screening and other areas
- Provide accurate and courteous information about the airport facilities and amenities and direct visitors to services such as 'Lost and found'
- Provide expert knowledge of the Cayman Islands, CIAA and airport environment and be able to answer general enquiries from visitors
- Handle customer service complaints or issues ensuring a satisfactory result
- Highlight the professionalism of the department through personal conduct, good hygiene, and maintain a clean and neat appearance and ensure appearance and grooming standards are adhered to by all CIAA and airport employees
- Must wear the CSA uniform when on duty
- Greet and escort arriving VIPs
- Conduct 'Meet and Greet' services
- Assist with administering passenger questionnaires
- Work in assigned areas including, but not limited to, check in hall, departures hall, arrivals hall, bag claim and Ground Transportation areas
- Assist the Customer Service Supervisor in managing and monitoring the customer service experience ensuring that all concessions and tenants are maintaining a high level of customer service
- Ensure the customer service standards are maintained by all CIAA staff and airport partners
- Participate in orientation and airport training programmes

Qualifications and Education Requirements

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

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 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

Assignment & Planning Of Work

The Customer Service Supervisor will provide day-to-day management and direction; however, the post-holder is expected to use his/her initiative, experience, knowledge and judgement on a regular basis to effectively deal with customer service matters as they arise.

Supervision Of Others

The Airport Customer Service Ambassador will have no supervisory responsibilities but will be expected to work collaboratively with other members of the Customer Service team, as well as with other CIAA departments and other airport service providers.

Other Working Relationships

CIAA staff, Airport partners, tenants and stakeholders.

Safety Responsibilities

The post holder has the following safety responsibilities:

- To comply with the relevant safety requirements and procedures outlined in the pertinent Aerodrome Manual and/or any Appendices thereof, including CIAA Safety Management Systems Manual (SMSM) and other duly approved Manuals, Safety Directives, and Safety Advisories;
- To apply system safety measures as required by safety management procedures and instructions;
- To advise the Chief Safety Officer of any safety occurrence or system failure and to identify and report any situation of potential risk or concern affecting system safety;
- Supporting safety audits as and when they occur;
- Supporting safety investigations as and when they occur; and
- Complete an approved ICAO/IATA/ACI SMS Course or attend CIAA SMS Training Course each calendar year.

Safety Training & Education

As per Section 4 .1 of the CIAA SMS Manual (Vol. 2)

Working Conditions

The incumbent will be expected to perform the essential functions and duties of the job under normal working conditions with exposure to airside operations outdoors. This post calls for shift work, as well as the flexibility to work overtime beyond the normal work hours, especially during peak periods such as on weekends and holidays. There will be long periods of standing required at times.

Reviewed and Agreed by Employee:		Date (dd/mm/yyyy):	
Approved By Supervisor:		Date (dd/mm/yyyy):	
Reviewed/Updated By HR:		Date (dd/mm/yyyy):	