

| Job Description

Job Title:	Summer Intern	Job Category:	Customer Service and Commercial
Department/Group:	Customer Service and Ground Transport	Job Code/ Req#:	
Location:	ORIA	Travel Required:	No
Level/Salary Range:		Position Type:	Intern
Job Holder:			

Job Purpose

The Cayman Islands Airports Authority is seeking a reliable and enthusiastic Summer Intern to support both the Customer Service and Ground Transport teams at Owen Roberts International Airport. This internship provides a hands-on opportunity to gain practical experience in airport operations, with a focus on customer service excellence, ground transportation coordination, and administrative support. The successful intern will also be assigned special projects that contribute to the continuous improvement of airport services and operational efficiency.

Dimensions

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

Role and Responsibilities

- Greet and assist passengers and visitors throughout the terminal
- Provide accurate and timely information regarding airport services, flights, and amenities
- Support wayfinding and help manage passenger flow during busy periods
- Monitor the appearance and tidiness of the terminal building and liaise with janitorial and other services to ensure continuous cleanliness and operational functionality to specified standards
- Ensure that the operational condition of terminal facilities and systems are maintained at efficient levels and that the pertinent support units are performing productively and effectively in facility and system maintenance
- Assist in collecting and organising customer feedback and service data
- Provide general administrative support to the Customer Service Office
- Rotate with the Ground Transportation team to:
 - Assist in monitoring ground transportation operations, including taxis, buses, and private vehicles
 - Support the management and organisation of airport parking lots

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- Provide administrative assistance to the Ground Transportation Office, including recordkeeping and correspondence
- Help enforce compliance with ground transportation policies and procedures
- Assist the taxi dispatch service in coordinating timely and orderly passenger pick-up
- Guide drivers and passengers to appropriate pick-up and drop-off zones
- Participate in special projects related to transportation logistics and customer experience enhancements

Qualifications, Education and Experience Requirements

- Currently enrolled in a college or university programme (preferably in hospitality, business, tourism, or a related field)
- Excellent communication and interpersonal skills
- Positive, professional attitude and strong work ethic
- Comfortable working both indoors and outdoors
- Ability to follow instructions, multitask, and adapt to a fast-paced environment
- Interest in aviation, customer service, or transportation is an asset

Preferred Skills

- Must be courteous and well-presented
- Must have excellent verbal communication skills, and multiple language skills is an asset
- 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
- Prior experience in a busy customer service or tourism environment is an advantage
- Patience and a sense of humour are desirable attributes
- Strong written communication skills

Assignment & Planning of Work

The Supervisor on duty will provide day-to-day management and direction; however, the post-holder is expected to use their initiative, experience, knowledge and judgement on a regular basis to effectively deal with matters as they arise.

During the absence of the Supervisor, the scheduling and management of the post-holder is the responsibility of the Customer Service Officer or Team Leader.

Supervision of Others

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

Other Working Relationships

Internal:

- Management Team (C-Suite & Managers)
- All Staff

External:

- Guests
- Airport Partners
- Tenants

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 Manual (SMM) 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 operations outdoors.

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