

Job Description

Job Title:	Customer Service Officer	Job Category:	Customer and Commercial Services
Department/Group:	Commercial Services	Job Code/ Req#:	32
Location:	ORIA	Travel Required:	No
Level/Salary Range:	Grade 3	Position Type:	Full-Time
Job Holder:			

Job Purpose

The Customer Service Officer is responsible for the smooth passage of visitors through the Airport terminal. This is an important position as the Customer Service Officer is responsible for providing that important first and last impression of the Cayman Islands and the Airport. He/she will assist with the development and coordination of customer service 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 & Commercial Services Manager, 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

- Provide assistance to arriving and departing passengers, especially those with special needs, the elderly and families with young children
- 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 standard
- Manage the flow of passengers through the terminal, particularly during peak periods
- Guide 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
- Monitor passenger traffic flow, and provide information to passengers, regarding the likely flow-times through the passenger screening and other areas
- Answer general enquiries about the airport and direct visitors to services such as 'Lost and found', etc

- 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
- Greet and escort arriving VIPs
- Administer passenger questionnaires and assist with other data-gathering exercises
- 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 monitoring the customer process of the customer service experience throughout the airport to ensure that CIAA employees, staff of all concessions and tenants maintain a high level of customer service
- Assist with the development and coordination of customer service standard and associated training programmes
- Deputise for the Customer Service Supervisor during absence

Qualifications and Education Requirements

- Minimum of 4 GCSE/CXC passes, which must include English and Mathematics
- At least three 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 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

Assignment & Planning of Work

The Customer Supervisor 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 customer service matters as they arise.

The Customer Service Officer must wear the Airports Authority uniform when on duty.

Supervision of Others

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

During the absence of the Customer Service Supervisor the scheduling and management of Airport Ambassadors is the responsibility of the Customer Service Officer.



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Other Working Relationships

CIAA staff, Airport partners, tenants and stakeholders.

Customer Service Officers are expected to demonstrate the professional image of the department through personal conduct, good hygiene, and maintaining a clean and neat appearance.

Safety Responsibilities

The post holder has the following general 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 any 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.
- To identify and report any situation of potential risk or concern affecting system safety to the ORIA Airport Operations Control Centre, the CKIA Airport Manager and the ORIA ATC Manager.
- Supporting safety audits as and when they occur.
- Supporting safety investigations as and when they occur.
- 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)

Additional Notes

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.

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