

Job Description

Job Title:	Customer Service Supervisor	Job Category:	Customer Service
Department/Group:	Commercial Services	Job Code/ Req#:	12
Location:	ORIA	Travel Required:	Occasional Travel
Level/Salary Range:	Grade 4	Position Type:	Full-Time
Job Holder:			

Job Purpose

The Supervisor is required to support the Customer Services Manager to ensure a high level of customer service, a positive traveler experience and the successful delivery of agreed standards and KPIs such as customer satisfaction and revenue targets.

The Supervisor will lead the day to day operations in customer service and is the initial point of contact at the Airport for queries and concerns in respect of the CIAA's products and services as well as the facilities and services provided by partners such as tenants, concessions and vendors.

The Supervisor will monitor the services provided by the Customer Service Team and Airport Ambassadors, provide the required direction, familiarisation and training to ensure that the teams have a comprehensive knowledge of Airport facilities, events, situations, procedures and protocols.

Role and Responsibilities

- Oversee the Customer Service Team including Customer Service Officers and Airport Ambassadors to ensure that all customers receive exceptional service in all interactions.
- Oversee the daily tasks conducted by the Customer Service Team for the 'Meet and Greet' programme such as bookings, scheduling, reconciliation, credit card transactions and invoicing of credit customers.
- Act as the escalation point for Customer Service Officers and Ambassadors when they are unable to fulfil a customer's request independently.
- Deal with customer queries through the CIAA's various support channels and resolve them using own initiative where possible.
- Provide customers with professional, effective and consistent communication to meet their expectations, responding to all enquiries within set timescale efficiently and effectively.
- Answer customer questions on technical issues, CIAA and partner services.
- Troubleshoot reported issues and concerns. Collaborate with partners and experts to resolve issues.

- Liaise between customers and partners to resolve issues.
- Monitor facility inspections conducted by Customer Service team and ensure issues are dealt with quickly and solutions or recommendations for improvements/enhancements are implemented promptly.
- Manage day to day situations concerning crowd management and control.
- Pro-actively monitor the customer service facilities, personnel and contractors and take remedial action as necessary.
- Ensure that service contracts with the Airport Ambassadors are implemented effectively, securely documented and actively monitored to ensure compliance with targets, standards and KPI's.
- Collate and maintain customer operations metrics and monitor effectiveness.
- Identify and lead continuous improvement opportunities.
- Engage with passengers and all customers in an enthusiastic way inspiring them and educating them about the CIAA and its partners.
- Assist the Manager with team organisation to ensure delivery of best possible outcomes, including training, motivation and contingency planning.
- Work with the Manager to improve efficiency and operational excellence.
- Share knowledge and customer feedback with the Manager to identify product, service and performance enhancement opportunities.
- Support colleagues with peer learning and be open to feedback from others.
- Provide accurate, valid and complete information by using appropriate tools, methods and processes.
- Positively participate in CIAA events and team meetings.
- Deputise for Customer Service Manager in their absence or when appropriate.
- Assist the Customer Service Manager in managing and monitoring the customer service experience, ensuring that all concessions and Airport Partners are maintaining a high level of customer service.
- Assist with the coordination of customer service initiatives.

Qualifications and Education Requirements

- Minimum of an Associate's Degree in Business Administration
- A minimum of seven years' experience working in a customer services role preferably within the aviation or tourism industry
- Three years of supervisory experience

Preferred Skills

- Strong problem-solving skills
- Positive attitude with a passion for delivering exceptional service
- Exceptional presentation skills and professional etiquette
- Aptitude to quickly learn and understand product enhancements and become a "go-to" person for customers and colleagues
- Excels in a fast pace environment and ability to adapt
- Ability to remain calm in all situations
- Effective time management skills and ability to meet deadlines/targets
- Self-starter with a solid ability to work independently

- Great team work skills and the drive to be part of a winning team
- Excellent verbal and written communication
- High level of accuracy and attention to detail
- Positive and resilient attitude with sharp and friendly social skills
- Ability to take ownership and solve problems
- An affinity for offering excellent customer service
- Experience working with Microsoft products

Assignment & Planning of Work

The post holder will report directly to the Customer Service Manager and follow established policies and procedures. Shift assignment is assigned to the Supervisor by the Manager and Supervisor assigns shift rosters to Officers.

The Supervisor will work in conjunction with the Manager in setting the roster for Ambassadors.

Supervision of Others

- Customer Service officers
- Independent Airport Ambassadors

Other Working Relationships

Internal:

- Customer Services Manager
- All staff

External:

- Customers, Stakeholders, Media

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 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)



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Additional Notes

Due to the nature of this job the post holder must respond immediately to all Authority crises ensuring that the public relations and media aspects are handled appropriately.

Working Conditions

The post holder must be available for crises and emergency communications on a 24-hour basis.

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