

JOB DESCRIPTION

JOB TITLE: Customer Care Agent

LOCATION: Manchester Airport

REPORTING TO: Terminal Supervisors

OUR VALUES AND BEHAVIOURS

Respect - This means respecting each other, great communication, valuing contributions, respecting differences and supporting one another.

Collaboration - This is all about teamwork and remembering that we are all working towards the same goal. It's also about how we work with our clients and their other suppliers. We are one team!

Integrity - This is about being honest, reliable and trustworthy and always delivering on promises.

Innovation - This is about striving to always improve, working smarter, coming up with new ideas and having the confidence to share them. At the same time it's about embracing change.

Excellence - This is all about striving to be the very best brand ambassador, exceeding expectations to build value and give us and our clients a real competitive advantage.

Trust - This is all about being consistent, organised and reliable. It's also about doing what you say you are going to do and not promising what you can't deliver.

OVERVIEW OF JOB DESCRIPTION

Main Duties & Responsibilities:

- Collect passengers from their arrival point at the airport to escort them through security, passport control and onwards to their boarding gate.
- Ensure wheelchairs are replenished and well distributed throughout the terminals and storage points.
- Collect arriving passengers from the aircraft, take them through immigration, passport control and onwards to the baggage hall to identify their baggage. Assist the passengers through HM customs into the arrivals hall and with any onwards travel needs.
- Greet passengers, always ask what assistance is required, explain the process to the passenger and prepare them for airport procedures.
- Assist passengers that are transferring flights
- Communicate to the control and supervisor team recording any additional passengers.
- During delays or disruption liaise with the control and supervisor team along with airline and handling agents to ensure that passengers are kept up to date.
- Use equipment safely and professionally.
- Provide manual lifting assistance as required.
- Record progress of the passenger using the Personal Digital Assistant issued.
- Be responsible for all Company equipment issued to you on a daily basis

- Complete an incident/Accident Report for any issue you may encounter, including any near miss events (recording any injuries as a result of an accident to yourself or customers).
- Provide legendary service to all passengers
- Wear uniform correctly
- Follow correct sign in/out process
- This description is an outline of the role and it is expected that key task will vary with the demand of our client and operation base.

Person Specification:

- Excellent communication & interpersonal skills
- Flexibility
- Innovative
- Achievement orientated
- Energy/Drive
- Courteous
- Patient and understanding
- Security Aware

Essential

- Previous experience of primarily working within Customer Services ideally in a customer facing role
- The ideal candidate will have excellent communication skills
- Must have the right to work in the UK
- Must pass a DBS check
- Must be able to provide 5 years reference information
- Must be over 18 years of age

Desirable

HEALTH & SAFETY RESPONSIBILITIES

- Follow Group and company policies and procedures at all times;
- Report any apparent deficiencies in systems of work or equipment provided that may result in failure of service delivery or risk to health and safety or the environment;
- Use all work equipment and personal PPE properly and in accordance with training received;
- Report any issues or training needs to your Line manager and /or via your divisional incident reporting system;

NOTE

This job description is intended to give the post holder an appreciation of the role envisaged for this position and the range of duties undertaken. Specific tasks and objectives will be agreed with the post holder throughout the period of employment. The job description may be varied from time to time by the Company to reflect changes in the post holder's role and/or the needs of the business.

Please note that ABM are an equal opportunities employer, we do not discriminate and welcome all responses.