

JOB DESCRIPTION

JOB TITLE: Customer Service Agent

LOCATION: Edinburgh Airport

REPORTING TO: Site Manager

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

As a customer service agent, you will be an integral part of the Edinburgh Airport Team, contributing to its success. Reporting to the airport directly, you will work alongside other colleagues and other partners to deliver brilliant customer service to passengers

Hours of work: to cover 7 days a week including bank holidays.

It is a vital role to the Operations service delivery. Staff will on occasions be expected to extend shift times and change their start times with reasonable short notice and be flexible to work across Edinburgh Airport.

Main Duties & Responsibilities:

Your role will be to provide proactive, fantastic, and memorable customer service, as a customer service agent for Edinburgh Airport

- You will endeavour to enhance the passenger experience and passenger touch points across the airports, providing support and information relating to additional covid measures.

- Prepare passengers for the security and immigration process; advising on what items are and not allowed through security and ensuring passengers have their passports and any additional covid documentation ready for inspection by UKBF.

- Queue management where required
- You may be required to support other areas of the terminal upon request of Edinburgh Airport

Key Responsibilities and Accountabilities:

- Provide fantastic customer service to all passengers flying through Edinburgh Airport
- A full understanding of the Department for Transport (DFT) rulings and the implications on passengers.
- A good understand of airport facilities and locations
- To inform passengers of their compliance state and explain / coach passengers through the process of consolidation or abandonment of items though the security process
- Ensure abandoned items are disposed of according to the airport regulations
- Ensure areas are kept clean and clear in accordance with airport H&S policy.
- Report any maintenance or H&S issues to the Duty manager immediately.
- Report any accidents and incidents to the Duty Manager immediately.
- Support Edinburgh Airport management and staff with their operational requests.
- To escalate any relevant passenger feedback to the Duty Manager.
- Comply and support with ABM/Blackjack Promotions' policies and procedures (sickness / lateness etc.

Person Specification:

Essential

- Well presented, self-driven and naturally pro-active; with a positive outlook and a clear focus on customer service.
- Reliable, tolerant, and determined. The candidate will have a high standard of clear and concise communication. Converse confidently and clearly in English and the ability to read and understand written English
- Candidates will be processed for a full Edinburgh Airport security ID in order to work across all contracts. In order to obtain an ID pass, candidates must be able to provide a full five-year work history and undertake a CRC check.

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.