



**CAYMAN AIRWAYS LIMITED
JOB DESCRIPTION**

Job Title: Customer Service Agent, Airport Reports To: Lead Agent

Job Holder: Cost Centre: Ground Operations

JOB PURPOSE

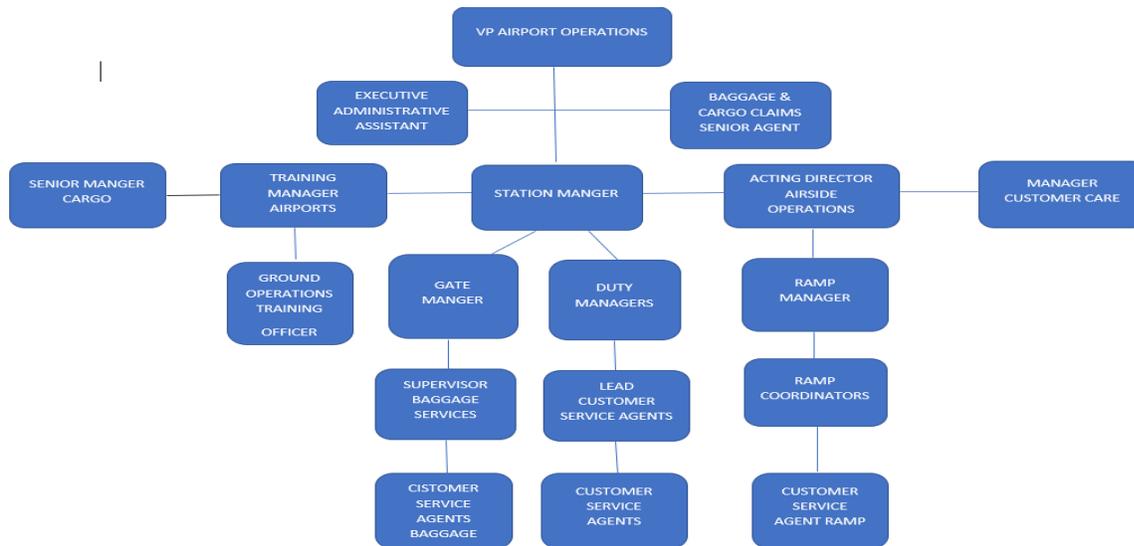
The post holder will be responsible for attending to passenger check-ins, boarding and meeting of flights and associated processes in a fast-paced environment.

DIMENSIONS

This role requires the post holder to be accurate and timely in processing a range between 60 - 100 passengers on a daily basis including relevant collection of fees.

PRINCIPAL ACCOUNTABILITIES

	% Time
1. Provide excellent customer service to our customers and internal team members.	30%
2. Must be well groomed in appearance and adhere to uniform appearance standards.	5%
3. Responsible for assisting customers with travel needs such as answering inquiries, ticketing, checking-in passengers, and boarding flights in a fast-paced environment.	10%
4. Perform boarding and gate duties, such as checking flight tickets, assisting and directing passenger and making announcements.	5%
5. Occasionally responsible for escorting and providing assistance to unaccompanied minors and disabled passengers throughout the airport on departure and arrival.	5%
6. Finalize documents connected with assignments and procedures.	10%
7. May be assigned to perform in varying capacities, at the direction of management to ensure complete customer satisfaction.	5%
8. Provide customer service to contract carriers.	10%

ORGANISATION CHART

BACKGROUND INFORMATION

The company's mission is to provide safe, secure, and reliable air transportation that meets or exceeds all applicable regulations and to deliver exceptional customer service to both internal and external customers.

KNOWLEDGE, EXPERIENCE AND SKILLS

- High school diploma or equivalent with O' level passes in Math, Geography and English
- Possess exceptional interpersonal skills
- Ability to work as part of a team and independently
- Commitment to promote airline operational efficiency to Cayman Airways Ltd., and contracted airlines
- Must be able to multi-task effectively
- Must be computer literate and type at least 25 words per minute (WPM) required
- Ability to learn and operate a computerized reservation system
- Excellent verbal and written communication skills
- Must be customer oriented and committed to delivering a consistently high level of customer service at all times
- Ability to speak a foreign language, (preferably Spanish)
- Previous airline experience
- Must attend and successfully complete a 6 weeks training program and maintain an average of 85% grade point average

ASSIGNMENT AND PLANNING OF WORK

The post holder is briefed and assigned duties at the start of each shift and duties are subjected to changes in the event of any irregularities the during shift.

SUPERVISION OF OTHERS

This role does not directly supervise any staff.

OTHER WORKING RELATIONSHIPS

Liaise with other regulatory authorities, contracted carriers and other airport partners.

DECISION MAKING AUTHORITY AND CONTROLS

The post holder is responsible in carrying out duties based on the syllabus provided by the company's training department in accordance with policies and procedures.

PROBLEM/KEY FEATURES

The post holder must be able to process a large volume of customers with excellent customer service techniques in a fast-moving environment.

WORKING CONDITIONS

The post holder must be able to work early mornings, afternoons, nights, weekends, public holidays and overtime as required.

Must be able to handle customer complaints and maintain a high professional attitude at all times. Must be physically fit in order to stand for long periods of time and to lift and move baggage up to 70lbs.

When working on the ramp, agents will be exposed to the elements, extreme heat and rain and subject to noisy conditions.

Agreed By: _____

Date: _____