

SKYLIFE Lounge Customer Service Assistant

Division:	Stobart Aviation
Location:	Southend Airport
Shift Pattern:	Zero-hour contract, Monday to Sunday shifts, with various shift patterns including early mornings, and late evenings
Salary:	£8.63 per hour, rising to £9.01 after completion of probationary period
Reporting to:	Team Leader

Stobart Group:

Stobart Group is focused on delivering growth in its three core operating divisions: Aviation, Energy, and Rail & Civils. Stobart Group also holds a portfolio of infrastructure assets and investments.

What's the role?

You will be working in the SKYLIFE Lounge and providing the highest quality of customer service to support the business and the brand. You should strive to achieve excellent standards of customer service, quality and attention to detail. You will need to demonstrate an approachable, friendly and patient manner, together with the ability to work calmly and efficiently in a busy environment.

What will I be responsible for?

- Provide and maintain an excellent standard of customer service including meeting and greeting customers and being as helpful as possible
- Work cohesively as part of the team so as to maximise co-operation leading to the efficiency and effectiveness of the operation
- Liaise and work together with other departments to ensure our customers receive a high standard of service.
- Deal with customer complaints/problems, at source where possible, keeping line management informed.
- Carry out any other reasonable task as requested by your line manager. Ensure products are adequately stocked for the operational day
- Ensure the standards of presentation and cleanliness of the lounge are maintained throughout operating hours
- Be responsible for restocking, unloading deliveries, and ensuring that stock levels are maintained

Qualifications and Experience:

- Experience in working in a customer facing role is essential
- Excellent communication skills
- Ability to organise and prioritise work



How to Apply:

All applications should be made by submitting an up to date CV and covering letter to: LSAHR@southendairport.com

Stobart Group is committed to equal opportunities for all, and we provide a fully inclusive and accessible recruitment process. Should you need any documents in a different format, or require any further support or assistance, please contact the HR Team on 01702 538626 or email LSAHR@southendairport.com

For Stobart employees: You must inform your line manager in advance if you are short-listed for an interview.

