

***Customer Service Assistant – Surface Access*****Division: Aviation****Location: London Southend Airport****Shift pattern: Full time- 40 hours. 4 on 4 off (including night shifts)****Salary: £18,000 per annum****Reporting to: Commercial Manager****What's the role?**

This role will support the smooth running of all Airport Operations, the focus being on delivery of Surface Access functions. Surface Access includes all modes of transport passengers and staff choose to utilise to travel to and from the Airport.

Customer Service is key to the role, ensuring passengers experience is as positive outside the Airport as it is inside. The role will also focus on the delivery of commercial and revenue generating aspects of the airports own surface access infrastructure.

**What will I be responsible for?**

- Monitoring car park and other management systems, undertaking minor equipment maintenance tasks and working with contractors to ensure upgrade and repair works are completed.
- Access and Egress control.
- Emptying and loading pay machines, assisting colleagues with the banking process.
- Engaging with and assisting passengers via telephone, email and through the intercom system.
- Product sales and general customer facing assistance.
- Ensuring contractors, concessionaires and partner operators undertake their business in line with contracts and Airport procedures.
- Monitoring certain CCTV systems, undertaking patrols and reporting through the relevant teams.
- Accurate record keeping, producing financial and operational performance reports.
- Assisting colleagues in other divisions to ensure passenger experience is as seamless as possible whilst transitioning through different areas of the Airport.
- Liaising with the Airport Management Team, stakeholders and the emergency services.

## Qualifications and experience:

	Core	Desirable
Key Attributes	<ul style="list-style-type: none"> <li>• Attention to detail</li> <li>• Computer literate.</li> <li>• Able to communicate effectively at all levels.</li> <li>• Confident when working alone, making decisions and able to work as part of the wider Airport team.</li> <li>• Able to remain calm under pressure.</li> <li>• Good telephone/customer service manner.</li> </ul>	
Qualifications	<ul style="list-style-type: none"> <li>• Maths and English at GCSE C grade or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>• CCTV/SIA licence (current or previously held)</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Demonstrable experience of working in a customer focussed position.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in the rail, parking or security industry.</li> </ul>

### How to Apply:

All applications should be made in writing to Human Resources at [LSAHR@southendairport.com](mailto:LSAHR@southendairport.com) with:

✈ An updated CV and a covering letter, or an application form

**Note: For your application to be considered it is essential that you can provide a full 5-year checkable history and are able to obtain a clear criminal record check.**

Please provide details of relevant skills, experience and qualifications to support your application.