

## SKYLIFE Lounge Customer Service Assistant

<b>Division:</b>	Stobart Aviation
<b>Location:</b>	London Southend Airport
<b>Shift Pattern:</b>	Various, across 7 days, early and late shifts
<b>Salary:</b>	£8.38, rising to £8.75 after probationary period, zero hour and 30-hour p/w contracts available
<b>Reporting to:</b>	Lounge Team Leaders

### 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?

Working in the airport's SKYLIFE Lounge you will be responsible for maintaining a high level of customer service to all passengers who visit the lounge, along with being a key support with stock rotation, deliveries, and general cleaning duties. This is a zero-hour role, and you would be required to cover a variety of shifts across the 7 days.

### What will I be responsible for?

- To provide and maintain an excellent standard of customer service, including meeting and greeting customers and being as helpful as possible
- Supporting the effective operation of the SKYLIFE Lounge, being well prepared to manage stock, high volume of deliveries and understand how you can aid food waste reduction
- Work cohesively as part of the team 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 via the team leader
- Carry out any other reasonable task as requested by your line manager
- Ensure products are adequately stocked for the operational day
- Working in compliance with food safety law, to ensure the standards of presentation and cleanliness of the lounge are maintained throughout operating hours.

### Qualifications and Experience:

- Excellent communication skills
- Ability to prioritise and organise work
- Demonstrable customer service skills
- Problem solving skills and an ability to deal with difficult people
- A recognised customer service training programme would be desirable
- A full UK driving license is desirable as some airside driving could be required



**How to Apply:**

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

The successful applicant will be rewarded with a package including company pension scheme and uniform.

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

