

## ***Passenger Services Agent***

**Division: Aviation**

**Location: London Southend Airport**

**Shift Pattern: Roster pattern based on 7 day week, including early and late shifts**

**Part time: 21 hours or 18 hours per week**

**Salary: £8.80 per hour**

### **What's the role?**

You will be working in the Passenger Services Team, providing the smooth and timely processing of passengers. You should be able to demonstrate a hard working, adaptable attitude and be able to thrive on variety in the workplace. A demonstrable background in the aviation industry and a customer service environment would be an asset.

### **What will I be responsible for?**

- ✈ Complete the check in and boarding process for passengers and their baggage, in accordance with airline and LSACL procedures.
- ✈ Provide and maintain an excellent standard of customer service.
- ✈ 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.
- ✈ Ensure a record of any incidents/accidents involving customers, staff, equipment & aircraft are reported immediately to your line manager.
- ✈ Ensure all paperwork and administrative duties are completed in a timely manner and relevant information is forwarded where appropriate.
- ✈ Ensure compliance of all DfT, HSE and LSACL procedures at all times, keeping fully updated with changes to procedures or new procedures.
- ✈ Undertake other activities to support the needs of the business as required

**Qualifications and experience:**

- ✈ English and Maths GCSE grade C or above are essential.
- ✈ Experience of using the check-in systems ERes Shares or Astral would be advantageous.
- ✈ Previous airport or aviation experience is desirable.
- ✈ Previous experience of working in a customer facing role is essential

**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.

**If you have not received a response from us within 4 weeks please assume that, regrettably, your application has been unsuccessful.**