

SkyLife Lounge Customer Service Assistant – Zero Hour Contract**Division: Aviation****Location: London Southend Airport****Shift pattern: Various, across 7 days per week****Salary: £8.38 per hour, rising to £8.75 after successful completion of probationary period****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. You should be proactive in your approach to work with flexibility to cover a variety of shift patterns that operate across 7 days.

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

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 in writing to Human Resources at LSAHR@southendairport.com with:

- An updated CV and a covering letter

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.