

JOB DESCRIPTION

Title : Customer Service Agent (Airport)

Reports to : Airport Manager – Dubai

Department : Airport Services

Purpose

To support the launch of the new Business Class product we are establishing a team of specialist agents based at DXB airport to provide assistance and enhanced service to our business class passengers as they pass through the airport , ensuring that we deliver all the agreed services of the product specification .

Responsibilities

- To provide a welcome service to our business passengers at Check in ,and at other customer service touch points and to assist in smoothing the customer journey through the airport.
- To problem solve on site issues which impact on business customer experience at Dubai airport.
- Assist Business customers during flight irregularities, co-ordinating communication with affected passengers to ensure passenger experience remains positive.
- To take service recovery measures when appropriate to protect the customer experience.
- To act as liason with the call center team in delivering all elements of the business class experience
- To act as liason with FZ outstation network for special handling requests and coordination during flight irregularities
- To provide a flight editing function in Dubai to ensure that any required service requests are applied to individual customers
- To provide customer recognition to our frequent fliers through individual contact on each journey through the airport.

Qualifications

- A good level of general education
- Good verbal / written communication in English
- Ability to communicate in Arabic/ Russian highly desirable
- Ability to use PC applications

Experience

- At least 2 years previous experience in direct customer facing environment
- Previous experience in airport service environment and familiarity with airport processes , documentation and systems
- Previous experience in dealing with premium customers would be an advantage.

Competencies

- Customer Service Oriented
- Effective communication
- Problem solving
- Attention to detail
- Initiative and commitment to achieve
- Self confident