

JOB IDENTIFICATION

Job Title: Customer Service Agent / Information Desk Assistant

Department: Ground Handling

Written by: Human Resources

Title of Immediate Supervisor / Manager: Terminal Supervisor

No. of Direct Reports: One

JOB PURPOSE

To work according to the requirements asked by the immediate supervisor and apply to the rules and regulations pertaining to the Ground Handling at the airport according to the Federal and International laws organized by the International Civil Aviation Organization.

RESPONSIBILITIES AND DUTIES

- Reports to Supervisor – Passenger Services
- Ensure visa collection and distribution.
- Direct pax for visa collection, eye scan and Immigration.
- Segregation and directing transfer passengers.
- Act upon the instructions of Supervisor based on their duty allocation.
- Ensure proper queue combing at check-in area.
- Preparation of operational documents and proper filing.
- Attending telephone calls in a customer friendly manner.
- Assisting passengers in arrival hall.
- Preparation, computing, and follow-up of Mishandled Baggage Report on behalf of customer Airline
- Commencement of pre-boarding & collection of oversized handbags at holding area.
- Meet and assist for special passengers such as VIP, CIP, UM, INAD, DEPU, Wheelchairs, elderly passengers etc.
- Updating FIDS information.
- Attending VIP lounge and ensure arrangements and co-ordination for VIP lounge opening and closing.
- Dissemination of flight information to airport authorities (PRO, Police, Immigration, Customs).
- Operating the Business Lounge in departure SHA area.
- Assisting Passenger Services Supervisor in their duties and other official duties as instructed.

JOB RELATED COMPETENCIES&SPECIFICATIONS SECTION

Knowledge, Skills and Competencies:

- Computing skills in MS Word and MS Excel.
- Ability to learn things fast and implement them.
- Excellent customers services skills required.
- Requires problems solving skills.
- Strong in-house employee relationship

Educational Profile and Experience:

- Graduate and Fluent in the English language (both spoken and written).
- Excellent written and verbal communication skills in English (Arabic is an added advantage)
- Prior experience with reputed airline (added advantage)



Physical Demands:

- Should be medically fit

Work Environment:

- According to the federal and international laws organized by the International Civil Aviation Organization

HR USE

Job Code:

Grade:

Pay Range:

Approved by:

HR :

Finance:

CEO :