



Job Description

Passenger Service Agent (20/30/40 Hrs)

Reports to: Front of House Manager
Location: IOM

Overview

Deliver high performance standards around all aspects of Customer Services and customer processing, meeting the requirements of our airlines and maintaining health and safety to the highest standard. Follow good working practices in accordance to company policies and procedures at all times

Main accountabilities include

- Provide exceptional customer service as per the Menzies and Airline specific standards to ensure customer Satisfaction at every step of their journey.
- Always ensure safety and Security is never compromised.
- Check customers travel documentation together with relevant identification to ensure compliance with governing bodies.
- Check customers into airline systems adhering to policies and procedures. Issuing boarding passes and bag tags with the correct AAA followed.
- You will process customers using an automated DCS or manual system ensuring full compliance with regulatory, company and airline requirements.
- Collect excess baggage and any other ancillary revenue the airline generates through airline systems, ensuring Menzies cash handling process for card payments is adhered to.
- Board customers onto flights whilst complying with safety and security procedures.
- Marshall Customers onto and off aircraft in a safe, secure and efficient manner.
- Follow procedures for passengers with regards to the acceptance of Dangerous Goods.
- Ensure that check-in, bag drop and gates are open and closed on time to achieve on time performance.
- You will promote a professional image at all times You will lead the FOH team and ensure safe, on-time departures for all airline customers.
- General lounge functions of welcoming guests and dealing with passengers queries/upgrades.
- Be able to consistently deliver the highest possible customer service at all times.

Safety, Security and Compliance

All employees have a responsibility and duty whilst at work to:

- Take reasonable care for the health and safety of themselves and of others who may be affected by their actions or omissions whilst at work.
- Co-operate with their manager / supervisor in order to allow them to perform or comply with any legal requirements imposed on the company.
- Not intentionally or recklessly interfere with or misuse anything provided by the company in the interests of health, safety or welfare reasons.
- Inform their manager / supervisor of any work situation, equipment or activity that represents a serious or immediate danger to health and safety.
- Report any hazards, near misses, incidents, accidents or dangerous occurrences to their manager / supervisor, who will then follow the procedures contained in this manual.
- Carry out work in accordance with information and training provided and any specific workplace health and safety rules or procedures.
- Fully understand the company health and safety policy.
- Attend training courses as may be arranged by the Company.
Engage with MORSE and follow our code principles.

Qualifications and experience

- Good verbal communication.
- A full 5 year work/unemployment/education history.
- Valid Passport
- Proof of National Insurance
- Proof of address
- Full and valid UK Driving Licence
- Criminal Record Check and Airside Security Clearance

Employee Acknowledgement (if required)

I, _____, acknowledge review of this job description and understand that it is not contractual and is intended as a guideline only. Furthermore, I realise that it is subject to change or amendment as deemed appropriate by Menzies Aviation. I also understand that all job duties are not described above and that I will be expected to perform other related duties as directed by my direct Manager and/or Senior Leadership.

Signature: _____ Date: _____

