
JOB TITLE	Customer Services Representative
DATE	19 th July 2018
REPORTS TO	Customer Services Manager

POSITION DESCRIPTION

Position purpose Carry out professional responsibilities for Check In and Logistics and provide administrative support in Reservations and Sales from the Auckland Airport base

Main tasks Core objectives include:

- Check In Passengers
- Customer Services Representative
- Administration

The above list is not exhaustive and the role may change to meet the overall objectives of the company.

Other Duties

- Fulfil other duties as required by management and other department personnel as requested/required

Required qualities

- Professional approach.
- Ability to work under pressure.
- Organisational and time management skills.
- Excellent attention to detail.
- Good safety culture
- Work well in a team environment

Desired competencies

- Analytical thinking.
- Initiative.
- Business awareness.
- Tenacity.
- Strategic thinking.
- Positive approach to change.

PERSON SPECIFICATION

Qualifications

- Formal qualifications in flight attending is well regarded for future growth with the Company

Experience

- No previous experience necessary however previous employment in travel and reservations as well as other airline entities would be desirable

Skills & competencies

- **Customer service focused:** committed to providing exceptional customer service across all channels – written, phone and face to face.
- **Communication:** the ability to communicate clearly and concisely, varying communication style depending upon the

audience.

- **Attention to detail:** excellent attention to detail and written skills when communicating with others, both internally and externally.
- **Commerciality:** ability to apply knowledge in a practical, commercial manner.
- **Teamwork:** willingness to assist and support others as required and get on with team members.
- **Time management/organisation:** accomplish objectives effectively within time frame given, and carry out administrative duties within portfolio in an efficient and timely manner.

Personal attributes

- Professional approach (essential).
- Confident manner (essential).
- Positive approach to change (essential).

Other

- First Aid

This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job related tasks requested by management and as necessitated by the development of this role and the development of the business.

ACKNOWLEDGEMENT

I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

SIGNED BY YOU

.....
Employee

.....
Date

SIGNED BY MANAGEMENT

.....
Manager

.....
Date