

Position: Airport Concierge Agent (LHR)

Location: Heathrow Airport

Effective Date: June 2019

Contract Type: As specified in your Statement of Principle Terms of Employment

Reporting to: Shift Coordinator & Team Leader

To carry out all meet & assist services under the brand of Airport Concierge. You will be required to assist unaccompanied minors, VIP's and a variety of passengers at London Heathrow Airport.

Main Responsibilities:

- To ensure all Airport Concierge services are carried out with maximum efficiency and in line with company protocols & Client service level agreements;
- To demonstrate discretion and professionalism when assisting high profile Clients and representing the Airport Concierge brand;
- To develop and build strong networks and maintain effective working relationships with airline & airport stakeholders. This includes exercising a high degree of negotiation skills in order to maximise stakeholder cooperation in order to accede to our customer requirements.
- To work within the parameters of the working standards SLA for Airport Agents and to consistently deliver excellent customer service at all times;
- To deal with disruption and irregularities with confidence and composure;
- To assist the customer services team with any investigatory queries relating to service complaints;
- To ensure you have in-depth knowledge of the airport environment and product knowledge;
- To ensure company & client information remains strictly confidential;
- To liaise closely with Co-Ordinators/Team Leaders and co-workers to ensure team effectiveness and a positive working environment;
- To ensure company presentation standards are adhered to at all times;
- To trouble-shoot and assist in resolving issues which may occur during services;
- To ensure all flight reports are completed and submitted accurately & efficiently;
- To escalate any foreseeable service issues to your Co-Ordinator/Team Leader at the earliest opportunity.
- To show professional courtesy and respect to all fellow co-workers at all times

Position Requirements:

- Excellent written and verbal communication skills;
- Ability to effectively follow policies & procedures;
- Effective time-management, organisation, planning and self-management
- Self-motivated, attention-to-detail, problem-solving/initiative, eager to learn and develop;
- Must be extremely reliable, punctual and flexible , able to cover shifts;
- Candidates are subject to a 5 year full referencing check and an enhanced criminal record check in order to successfully obtain a full ID Pass.

Experience: A minimum of 2 years customer service experience, preferably in travel, or in an appropriate customer service environment.