

Job Description

CUSTOMER SERVICE REPRESENTATIVE

September 2020

Company	Biggin Hill Airport Limited
Department	Customer Service/Passenger Terminal
Location	Biggin Hill
Role reports to	Head of Customer Service and Terminal Operations
Line management responsibility	None

Job summary

Biggin Hill Airport is London's premier business airport and provides a high standard of customer service to operators of corporate, private and charter aircraft from all over the world. The role requires a motivated individual able to bring results in a developing and challenging environment, assisting in evolving the company in an exciting period of growth and ever-changing business demands.

The role of Customer Service Representative is a key position and the successful candidate will be professional and discreet at all times, ensuring a smooth round the clock FBO operation and optimum efficiency with an extraordinary attitude to customer service. They will also be well-presented, with excellent communication skills and be able to interact with people at all levels, both face to face and on the telephone. They will be able to work well under pressure and demonstrate good problem-solving skills. The role involves rostered shifts to include weekends and Bank holidays.

The position entails dealing with aircraft operators, crew, passengers and relevant authorities, and the candidate will be required to:

- Provide an exceptional level of customer service at all times, striving to go above and beyond customers' expectations
- Use the computer system (FBO One) to process flight arrangements
- Produce weather reports and other relevant briefing information for pilots
- Meet inbound/outbound passengers and ensure a smooth and efficient service is achieved
- Assist with onward transportation arrangements, hotel reservations and catering orders
- Provide high-end hospitality to passengers, crew and drivers etc.
- Arrange aircraft ground service requirements
- Assist with passenger security screening
- Drive both company and customer vehicles to meet aircraft
- Assist with general administration, taking payments and answering emails
- Use UHF radio to communicate information

Job requirements and responsibilities

Analysing and Interpreting	<ul style="list-style-type: none"> • Makes good decisions • Quickly learns new technology
Adapting and Coping	<ul style="list-style-type: none"> • Flexibility, responds and copes well with last minute change • Positive and pro-active outlook with ability to multi-task
Developing and Growing the Business	<ul style="list-style-type: none"> • Fully aware of the need to balance excellent customer service with the need to keep costs to a minimum

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Interacting and Presenting	<ul style="list-style-type: none"> • Good communication skills, written and oral • Good personal presentation • Ability to work calmly and efficiently under pressure
Planning and Organising	<ul style="list-style-type: none"> • Meets deadlines, sets realistic goals and achieves them • Follows instructions and procedures, works in a systematic and methodical way
Supporting and Co-operating	<ul style="list-style-type: none"> • Team work – works well with colleagues, helps other people out, consults others and listens to other people's point of view, shows empathy • Upholds ethics and company values
Customer Focus	<ul style="list-style-type: none"> • Puts customer needs at the heart of what they do, building a strategic relationship with our clients based on the utmost discretion
Safety	<ul style="list-style-type: none"> • Demonstrates an understanding of all safety requirements and works in a safe manner • Adopts a responsible attitude to safety and the reporting of relevant issues

Key performance indicators

- All administrative systems are effectively used, with accurate accounting and data information recorded (i.e. handling requests, invoices, catering and transport orders) and disseminated to the relevant teams at the airport
- Ability to work to demanding customer requirements to meet their critical time lines
- Attendance of regulatory training courses

Qualifications and experience

Essential

- One year's experience of delivery of exceptional front of house customer service
- Full UK driving licence (manual)
- Excellent verbal and written communication skills
- Hold a current clean Criminal Record Check/ Counter Terrorist Clearance for the duration of employment
- Proficient IT skills in Word and Outlook

Desirable

- Experience of customer service within the aviation industry and/or HNWI
- Knowledge of FBO One computer system
- Aviation related qualification