



JOB DESCRIPTION – PASSENGER SERVICES

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Page: 1 of 4

PASSENGER SERVICES

The Role

Reporting to the CEO and Accountable Manager or designated authority, to undertake Check-in and passenger service duties relating to the handling of airline passengers, crew and aviation employees travelling on customer air carriers operating to/from St Helena Airport. The Airport can be a high paced and pressured environment therefore a level head and stable approach to a stressful environment is beneficial. To provide assistance to vendors and visitors, for designated areas throughout the airport environment, or other locations when applicable and providing a high level of attention to customer service and ensure all appropriate customer service duties are implemented.

Main Responsibilities:

1. To carry out specific duties relating to the appropriate assignment instructions for the designated areas as directed by the CEO and Accountable Manager or designated authority, in relation to Check-in and passenger services. Such responsibilities will include check-in of passengers, checks of travel documentation, ensuring that passengers are questioned on the carriage of Dangerous Goods, processing of checked baggage, boarding flights and assisting disabled passengers, meeting, greeting and escorting passengers, assisting with baggage enquiries, providing information for delayed flights and providing flight information amongst other duties.
2. To contribute through the adherence to SOP's, operations manuals, assignment instructions and airline policies for the general handling of air carrier passengers, safety, security and upkeep of the airport.
3. To maintain the required logs and records in accordance with SOP's for designated areas, ensuring that all logs, reports, records, notebook entries etc. contain all the requisite information.
4. To comply with the National Civil Aviation Security Programme and OTAR 178 in all aspects of carrying out their daily duties. To ensure a high level of understanding with the Airport Emergency Programme and Contingency Planning in the event of an incident.
5. To ensure through adherence to procedures, assignment instructions, personal hygiene, appearance and dress etiquette that a professional image is portrayed of the St Helena Airport.
6. To manage the passenger boarding process and ensure that appropriate ID and travel documentation checks are made during the boarding process and to ensure that all passengers are accounted for prior to aircraft departure.
7. To provide assistance to passengers requiring special assistance as needed. This includes wheelchair assistance and passengers travelling with infants
8. To ensure that aircraft are met upon arrival and that passengers are presented to immigration for entry formalities.
9. .To make announcements related to the flight schedule, flight delays, etc.
10. To ensure that all required procedures are correctly implemented, ensuring that the appropriate persons are advised with the due degree of urgency.
11. To be thoroughly familiar with the geography of the airport including physical layout, tenant occupation, key personnel, building routines and all security related systems/equipment within the limitations imposed.
12. To be thoroughly familiar with, and to implement in conjunction with St Helena Airport Management and Emergency Response personnel, the emergency procedures for the designated area of responsibility.
13. To co-operate with St Helena Government Airport Authorities and provide them with the relevant documentation.
14. To Meet and Greet persons as required and with appropriate flight information.
15. To assist air carrier crew where necessary.

16. To be thoroughly familiar with, and comply with, the Company's Health and Safety policy and to immediately report any hazards or infringements in compliance with the laid down instructions.
17. To ensure that all working areas are kept clean and tidy and all refuse and waste materials are removed as appropriate.
18. To carry out all duties in a courteous and diplomatic manner, rendering all possible assistance conducive with good security. Remaining alert, polite and tactful under all circumstances.
19. To identify and take immediate remedial action in the event of a public safety hazard.
20. To check and report all defects in accordance with instructions.
21. To assist with the general good house-keeping of the Airport or specific area.
22. To carry out other reasonable duties as requested by Line Management within the Passenger Services section, or designated representative.

Health Safety and Welfare Responsibilities

All staff are required to fulfil their legal duty to take reasonable care for the health and safety of themselves and others who may be affected by their acts and omissions, and to follow all guidance and instructions given in this respect.

Environmental Responsibilities

All staff are required to follow the Saint Helena Airport Environmental Policies for minimisation of waste and effective energy management as defined in the Environmental Manual and associated documents.

Quality Management Responsibilities

All staff are required to comply with Saint Helena Airport Quality Management System requirements detailed within Company Quality Manual, Policies and to ensure that all Procedures; Plans and Forms within are effectively implemented to meet the set Quality Management Standard.

Safety Management Systems

St Helena Airport maintains and encourages an open reporting "no blame culture" in order to ensure that hazards, incidents and unsafe working is reported without fear of reprisal. All personnel have the assurance of the Aerodrome Manager that no disciplinary action will be taken against any individual for reporting any unsafe practices or incidents. Reports can be made on the St Helena Airport Hazard Reporting Form found in the SMS Manual ~~at~~ and at various locations in your work area.

Personal Specification:

1. Quality customer service experience is essential; applicants must be able to demonstrate customer service experience or recent hospitality experience which should include: dealing with customers in difficult situations, engaging with customers, conflict management and excellent interpersonal skills.
2. Applicants must be honest, free of criminal convictions and where a criminal record is registered, the company will determine whether it is one or more of the disqualifying offences.
3. Individuals must be capable of demonstrating the ability to work in a disciplined environment and able to act either independently, work constructively with their

colleagues and external partners whatever their background and to develop and deliver an effective service.

4. Individuals must have an excellent standard of communication skills and possess a high standard of written and spoken English as well as ICT skills. Applicants should demonstrate sound interpersonal skills.
5. Individuals should demonstrate self-discipline, sound judgment, confidence, decisiveness, teamwork and conflict management.
6. Applicants must be customer focused and be dedicated to providing a high quality of customer service.
7. Applicants should be prepared to work outside, in all weather conditions and able to complete extended shift work where required.
8. The duties will include some form of strenuous physical activity. Therefore, the incumbent must have the ability to undertake such duties and remain on feet for long hours.
9. Applicants must be smart and well groomed and display a professional image.
10. Applicants will be screened by Criminal History Back Ground Checks and must have a 5 year verifiable work history and be able to account for all gaps in employment.
11. Applicants must undergo a full medical check, be physically fit and undertake a drugs and alcohol check.
12. Applicants must be able to work weekends and might be asked to work flexible hours due to unforeseen light delays
13. Attend and successfully complete IATA Passenger Services Training and all relevant supporting courses of the Airport training programme.