

## JOB DESCRIPTION

POSITION IDENTIFICATION		FUNCTIONAL RELATIONSHIPS	
<b>Job Title:</b>	<b>Duty Manager – HIA- Customer Service</b>	<b>Direct Reports:</b>	Customer Service Supervisor (1) Customer Service Agents (8)
<b>Reports to:</b>	Deputy Airport Manager- HIA	<b>Internal Contacts:</b>	All Employees
<b>Department:</b>	Airports Operations	<b>External Contacts:</b>	Taxi Operators, Tour Operators, Service Providers, Concessionaires, Government Ministries, Foreign Officials
<b>Classification</b>	Grade 8	<b>Revised</b>	November 5, 2024

### JOB SUMMARY:

The job holder is responsible to assist with the everyday management of the airport’s Customer Service experience specifically and in general all aspects of airport operations.

### DUTIES AND RESPONSIBILITIES

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#### Customer Service Management

- **Team Leadership:** Train and manage customer service staff to ensure high levels of performance. Develop schedules and assign responsibilities to ensure adequate coverage during peak times.
- **Customer Experience Oversight:** Monitor customer interactions to ensure high-quality service and resolve any escalated issues. Implement strategies to enhance the overall passenger experience, focusing on efficiency and satisfaction.
- **Policy Development:** Assist the Airport Manager in creating and enforcing customer service policies and procedures that align with airport and airline standards. Regularly review and update procedures based on feedback and operational needs.
- **Performance Metrics:** Establish and track key performance indicators (KPIs) for the customer service team. Analyze data to identify trends and areas for improvement in service delivery.
- **Collaboration:** Work closely with airline representatives, security, and terminal operations to ensure seamless service and communication. Liaise with other departments to address passenger needs and resolve any service disruptions.
- **Training and Development:** Assist the Airport Manager in developing and conducting training programs to equip staff with the skills necessary for exceptional customer service. Provide ongoing coaching and support to enhance team performance and morale.
- **Crisis Management:** Develop and implement emergency response procedures related to customer service. Lead the team during crisis situations, ensuring timely communication and support for affected passengers.

- **Feedback and Reporting:** Gather and analyze passenger feedback through surveys and direct interactions. Prepare reports for airport management detailing customer service performance, trends, and recommendations for improvements.
- **Budget Management:** Assist in the development and management of the customer service department's budget. Identify opportunities for cost savings while maintaining service quality.
- **Promotional Activities:** Coordinate promotional initiatives and events that enhance the airport's image and engagement. Collaborate with marketing teams to ensure effective communication of services and amenities available to travelers.

#### **Customer Service - General**

- Assists the Airport Manager in ensuring that at least two (2) Airport Safety Committee Meetings are held annually.
- Assists in maintaining excellent relationships with airline personnel, concessionaires and relevant stakeholder.
- Assists the airport manager in ensuring quarterly Facilitation meetings are conducted with airport stakeholders and concessionaires and ensure that follow-up actions are carried out.

#### **Facility Management - General:**

- Assists the Airport Management and Duty Manager- Terminal Operations in ensuring that plant facilities are maintained as per set standards of the Authority.
- Assists in the establishment of systems for the proper upkeep and maintenance of the plant.
- Assists with planned and regular inspections of plant (equipment, structure) for necessarily follow up action.
- Assists necessary interventions in collaboration with airport management to correct any identified deficiencies at the plant.

#### **Airport Operations - General**

- Provides reports as and when required on status of airport operations.
- Assists in the auditing of various airport operations to achieve greater efficiency.
- Assists with the development and implementation of goals for all operational aspects of the airports as and when required.
- Assists Airport Manager in the management of relationships with all support departments.
- Assists in ensuring compliance with all airport regulations by airport users to ensure smooth airport operations.
- Assists in the facilitation of inspections/audits by local and international regulators.

#### **Bird Control - General**

- Assists with the management of airport bird/wildlife management programme.
- Assists with developing effective measures that will mitigate the proliferation of bird/wild life.

#### **Emergency management and Safety Procedures**

- Assists the Airport manager in ensuring that all airport emergency processes, procedures are compliant with international standards.

- Assists the Airport manager in planning and executing the airport biennial emergency exercise, regular Table Top exercises and other activities as and when necessary.
- Assists in ensuring that all airport users are familiar with and compliant with health and safety practices, security protocols, emergency protocols, international regulations.

#### **Administrative Duties**

- Assists the airport manager in developing policies and procedures to facilitate the smooth operation of the airport.
- Assists the airport manager in developing an annual work plan for relevant personnel at the airport.
- Assists the airport manager with the preparation of the Airport's annual budget.
- Assists with continuity planning for relevant employees at the Authority.
- Performs any other related duties as assigned by the Supervisor from time to time.

#### **MINIMUM QUALIFICATIONS**

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- Associates Degree/ Diploma in Airport/Public Administration/Management/ Business Administration plus five (5) years working experience in airport operations
- Certificate in Civil Aviation Management is an asset.

#### **KNOWLEDGE, SKILLS AND ABILITIES**

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- Demonstrates a high level of confidentiality, competency and professionalism at all times
- Excellent interpersonal and communication skills.
- Knowledge of Airline or Airport Operations,
- Knowledge of best practices in Airport Safety
- Advanced knowledge of and proficiency in technologically innovative tools
- Sound problem-solving skills
- Excellent time management and organizational skills.
- Active listening skills and attention to details
- Functions within a team environment.
- Ability to respond effectively to situational crises and follow up accordingly.
- Ability to effectively manage relationships with concessionaires and service providers to ensure seamless and professional service provision
- Ability to work shift (day, night, weekends)
- Ability to be flexible with work assignments.
- Ability to use one's initiative and be proactive.
- Ability to stimulate and manage change and develop strong teams.

#### **SIGNATURE**

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I confirm that the requirements of this job description were discussed with me and I understand what is expected of me.

Employee's Name : \_\_\_\_\_

Employee's Signature : \_\_\_\_\_

Date : \_\_\_\_\_