

Part –Time Customer Service Agent Mandarin speakers

London Heathrow - Customer Services

Experience

- Previous experience of primarily working within Customer Services ideally in a customer facing role
- A good working knowledge of various check-in systems is desirable
- The ideal candidate will have excellent communication skills and the ability to motivate a team
- Fluent in Chinese - Mandarin

Desirable Skills

- Excellent communication & interpersonal skills
- Flexibility
- Innovative
- Achievement orientated
- Energy/drive
- Courteous
- Patient and understanding
- Security Aware

Key Tasks

- Checking in of Passenger and Baggage for their respective flights
- Asking Security questions
- Offering and providing assistance to customers, including those with special needs
- Monitoring of Baggage Weights and applying Excess Baggage Charges if applicable
- Checking Passport and Visa Documentation
- Positive reconciliation of Passengers at Boarding Gates
- Conduct Boarding and Passenger Announcements
- Boarding and disembarkation of passengers
- Ensure compliance with CAA regulations and airport authority byelaws
- Comply with Health and Safety at Work act.
- To undertake any other duties as required by management, commensurate with the grade of the post
- Promote at all times the Vision, Mission, Values of dnata

Hours of work:

- 20 hours per week on a rotating shift pattern to suit the Business Operation
- The job holder must have a flexible approach to working variable shift patterns

If you believe you have the drive and enthusiasm required, apply in writing with an up to date CV and covering letter advising why you are suitable for this position to:

Joanne Rackley, HR, Room 2513. Southwing Office Block, Terminal 3, London Heathrow Airport, TW6 1AA

E-mail: joanne.rackley@dnata.co.uk

Successful applicants will be shortlisted for interview, and must have the legal right to work in the UK

Internal candidates – please ensure you have informed your manager of your application

Closing date 30th September 2018

dnata Ltd is an equal opportunities employer

