

# Customer Service Agent

## Manchester, Passenger Services

Vacancies have arisen for Customer Service Agents to work within our Ground Handling Operation at Manchester Airport

### Experience

- Previous experience of working within Customer Services preferably within a customer facing environment.

### Skills

- Excellent communication/interpersonal
- Achievement orientated
- Patience and understanding
- IT
- Energy/drive
- Courteous
- Innovative
- Flexibility
- Confidence and assertiveness
- Safety Driven

### Key Tasks

- Checking in of Passenger and Baggage for their respective flights
- Asking Security questions
- Offering and provide 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
- Making Boarding and Passenger Announcements
- Boarding and disembarkation of passengers
- Comply with Department for Transport regulations
- Comply with Airport Authority Byelaws
- Comply with Health and Safety at Work act.

### Hours of work:

- Contracts will be 20 or 30 hours per week
- 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:

Gemma Bascombe, Interim Passenger Operation Manager, at [gemma.bascombe@dnata.co.uk](mailto:gemma.bascombe@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: 01 February 2019**

dnata Ltd is an equal opportunities employer



The dnata logo, featuring the word 'dnata' in a blue, lowercase, sans-serif font. The 'd' and 'n' are connected, and there is a small green leaf-like shape above the 'a'.