



Customer Services Agent



Would you like to join our Passenger services division based at Manchester Airport

The role is working in a fast-paced environment at Manchester Airport alongside our prestigious Airline partners, helping to ensure an excellent level of customer service is maintained whilst checking in passengers and baggage for their respective flights.

Benefits

- ✔ Competitive salary
- ✔ Contributory Pension
- ✔ Free Parking
- ✔ Full workwear
- ✔ Modern facilities
- ✔ Free access to dnata Gym
- ✔ Cycle to work scheme
- ✔ Free access to Physiotherapy
- ✔ Opportunities for career progression
- ✔ Eye-care Vouchers
- ✔ Internal Apprenticeships

Job Requirements

- ✔ Ideal candidate will have previous airport experience in a check-in role
- ✔ Excellent communication/interpersonal skills are a must
- ✔ Evidence of basic computer systems/skills
- ✔ Previous face to face customer service experience is ideal
- ✔ Fluent written and spoken English required, fluency in another language would be beneficial
- ✔ Confidence and assertiveness, patience and understanding
- ✔ Safety driven with the ability to maintain a safe and secure working environment
- ✔ Pre-employment checks - ability to achieve successful completion of the referencing (checkable 5 year employment/education history) and criminal record check procedures to meet dnata and CAA security regulations, and a satisfactory medical report.

Job Summary

- ✔ dnata works with several prestigious airlines and as part of our excellent customer service team you'll deliver a high level of customer service to all our new and returning passengers. As a Customer Service Agent, you will ensure each passenger and their baggage is checked in professionally whilst ensuring all relevant security checks are carried out.

Hours of work:

- ✔ Various shift roster patterns so flexibility is required across early and late shifts
- ✔ Estimated start date 05 September 2022

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:

Email: sam.wareing@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: 29 July 2022

With you on board, we can **help to achieve dnata's Vision, Mission and Values.**

Our diverse, global teams have this vision at heart. Every day we're defining new levels of service for our customers. We do this by working closely with employees and suppliers, putting safety at the heart of everything we do. With your talent, passion and big ideas, and our industry-leading performance, we can flourish. We can be the world's most admired air services provider.

