



## Passenger Services Agent - London Heathrow



The role is working in a fast-paced Customer Service environment at Heathrow Airport.

### Benefits

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

### Job Summary

- ✔ As a Passengers Service Agent, you will be part of a team that is responsible to ensure that the passengers of our Customer Airline experience a prestige journey through London Heathrow Airport. This is from the passenger's arrival into the airport to welcoming them to the airline check-in desk. You will be required to check passports and visa documentation, along with monitoring the baggage weights and always applying baggage charges and delivering excellent customer service at all time. Your role will also consist with the meeting of flight arrivals, dealing with disrupted passengers and delays and ensuring passengers are boarded safely onto their aircraft ready for their departure.

### Job Requirements

- ✔ 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 be fluent in Mandarin/Cantonese
- ✔ Excellent communication skills and the ability to motivate a team
- ✔ Courteous, patient and understanding
- ✔ Flexibility and Innovative
- ✔ Basic computer system skills
- ✔ Security Aware
- ✔ Fluent spoken and written English

### Hours of work:

- ✔ Full-Time hours 37.5, pro-rata for Part-Time hours.
- ✔ 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: Davide Buroni, Internal Recruiter

Email: [recruitment.uk@dnata.co.uk](mailto:recruitment.uk@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.

**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.

