

CAYMAN AIRWAYS LIMITED JOB DESCRIPTION

Job Title: Customer Service
Agent Baggage

Reports To: Baggage Service
Supervisor

Job Holder:

Cost Centre:

JOB PURPOSE

The post holder will work in multiple areas around the airport (including an office, ramp, and high security settings) and primarily be responsible for assisting passengers with resolving incidents around delayed, lost, pilfered and damaged baggage, as well as baggage pickup and deliveries, and ensure that customers are kept regularly informed on the progress of their delayed baggage or claim.

DIMENSIONS

This role requires the post holder to be accurate, concise and conversant while being able to stay calm in stressful situations, doing this diplomatically to deal with distressed passengers. The post holder can be exposed to the following daily:

- 150 passengers in person
- 150 emails
- 50 calls
- 10-70 inbound and outbound rush bags

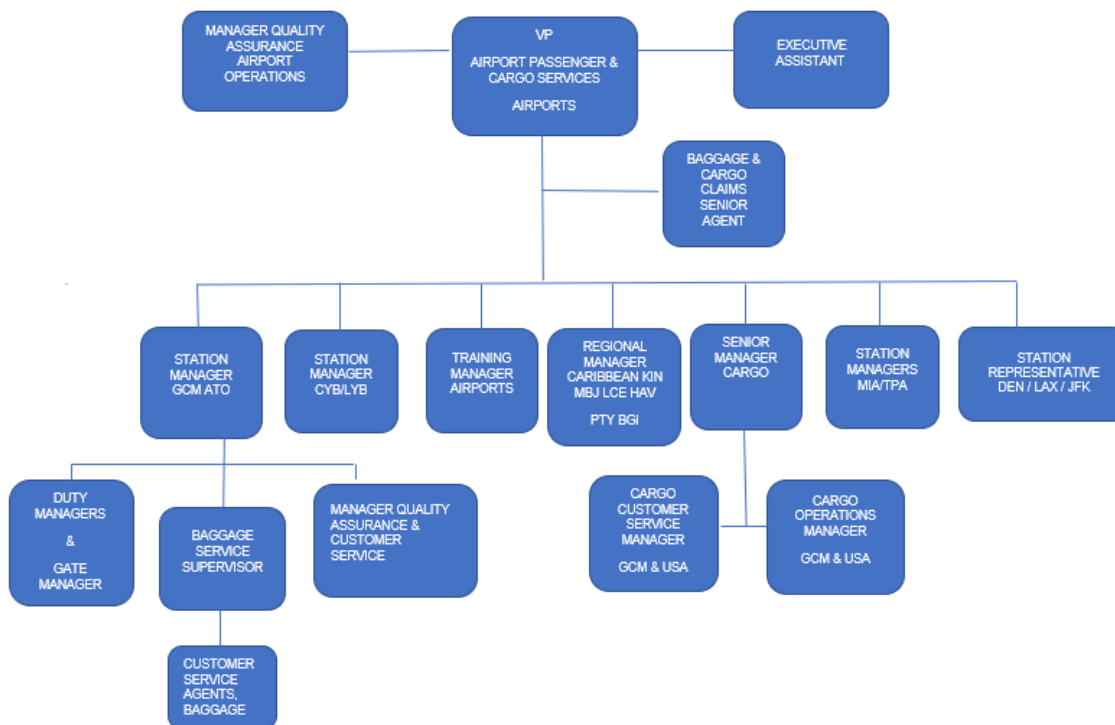
PRINCIPAL ACCOUNTABILITIES

The baggage agent is responsible for resolving issues by completion of forms according to the nature of the incident (Delayed, Lost, Pilfered, Damaged) as well as baggage pickup and deliveries within the company set timeframes. Baggage agents must undertake all functions in accordance with International Air Transport Association (IATA) and Cayman Airways procedures.

	% Time
1. Ensure that all customer complaints are handled according to defined and approved company policy.	15%
2. Be conversant in procedures necessary to assist passengers with claims for delayed, lost, pilfered and damaged luggage.	15%
3. Adhere to prescribed safety and security procedures while promoting a strong customer care culture.	5%
4. Commit to promoting airline operational efficiency for Cayman Airways Limited.	5%
5. Track, update and reconcile all delayed baggage and claims filed by customers and liaise with other airlines.	15%
6. Assist with passenger phone calls and update and/or	10%

	return all passenger calls in a timely manner.	
7.	Assist with reuniting delayed luggage with customers as well as collections or delivery in a timely manner.	10%
8.	Provide similar duties to all airlines that are ground handled by Cayman Airways Limited.	15%
9.	Perform duties as requested by the Baggage Service Supervisor.	5%
10.	Clear unclaimed/delayed luggage with Customs and store all luggage in secured areas.	5%

ORGANISATION CHART



BACKGROUND INFORMATION

The company's mission is to provide safe, secure, and reliable air transportation that meets or exceeds all applicable regulations and to deliver exceptional customer service to both internal and external customers.

KNOWLEDGE, EXPERIENCE AND SKILLS

1. High school diploma or equivalent with O' level passes in Math, Geography and English.
2. Possess exceptional interpersonal skills.
3. Ability to work as part of a team and independently.
4. Commitment to promoting airline operational efficiency to Cayman Airways Limited and contracted airlines.
5. Must be able to multi-task effectively.

6. Must be computer literate and type at least 25 words per minute (WPM).
7. Ability to learn and operate a computerized reservation system.
8. Excellent verbal and written communication skills.
9. Must be customer oriented and committed to always delivering a consistently high level of customer service.
10. Ability to stay calm in stressful situations.

ASSIGNMENT AND PLANNING OF WORK

The postholder is briefed and assigned duties at the start of each shift by the Supervisor or Station Manager.

SUPERVISION OF OTHERS

This role does not directly supervise any staff.

OTHER WORKING RELATIONSHIPS

Liaise with regulatory authorities, contracted carriers and other airport partners.

DECISION MAKING AUTHORITY AND CONTROLS

The post holder is responsible for carrying out duties based on the department's guidelines provided by the Baggage Service Supervisor, in accordance with company policies and procedures.

PROBLEM/KEY FEATURES

The post holder must be able to diplomatically remain calm in stressful situations, such as having to deal with unruly, irate and/or distressed passengers and do this while processing any of the various forms in a pressured, fast-moving environment.

WORKING CONDITIONS

The post holder must be able to work early mornings, afternoons, nights, weekends, public holidays, and overtime as required, and will be exposed to the elements, extreme heat, rain and noisy conditions. Must be physically fit in order to stand for long periods of time and to lift and move baggage up to 70 pounds.

The post holder must be able to handle customer complaints and maintain a high professional attitude at all times.

Agreed By: _____ Date: _____