



JOB DESCRIPTION

Job Title: Passenger Service Agent
Location: Gatwick Airport
Reporting to: Passenger Services Manager

MAIN DUTIES AND RESPONSIBILITIES:

Reporting to the Passenger Services Manager, this position will be responsible for a professional and courteous check-in service dealing with passengers and their baggage traveling through the airport. Being the face of the company a high level of customer service is required at all times. The roles based at the airport will require you to carry out duties both at the check-in desk and boarding gates

Main Duties:

- Greeting and checking passenger documentation.
- To check passengers in using a computer based system, issuing boarding cards and baggage labels
- To check passengers in using a manual system in the event of a computer failure
- Process passengers at the boarding gate
- Apply airline regulations which may involve charging excess baggage or upselling
- Adhere and apply strict security and safety regulations
- Effectively assist passengers with their experience travelling through the airport

Key competencies

- Great customer service
- Good personal presentation
- Ability to work and deal with pressurised situations
- A good standard of literacy and numeracy
- Ability to cover a 24 hour operation 7 days a week
- A team player
- Ability to work to tight deadlines
- Good communication skills
- Ability to follow and act on instructions

Additional Duties: From time to time will be expected to carry out duties as and when requested by your [Manager](#) in support of company initiatives related to the services offered by the company.