



Example of Airport Agent Job Description

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Our company is growing rapidly and is searching for experienced candidates for the position of airport agent. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for airport agent

- Issue tickets, EMD/EBT, make/amend reservations as and when necessary
- Complete daily ticket sales returns and assist with banking duties as required
- Assist other Airport Services team members as and when required in a multi skilled work environment, to ensure a streamline and efficient customer service to passengers
- Undertake various administrative functions and other duties as directed from time to time by the Airport Services Manager, and other senior staff on duty
- Monitor and clear Reservation queues/ CDS/ issuance of ETA's/ book STPC, where applicable
- Provide assistance to passengers on arrival and departure, ensuring high quality and professional passenger service is maintained at all times
- Assist in dealing with problems such as delays, disruptions, excess baggage or denied boarding including implementation of 'Options' within the guidelines provided by the Senior Staff on Duty in order to retain Passenger confidence and loyalty
- Minimum GCE 'O' level or equivalent standard with proficiency in Geography and Mathematics
- 2 years' experience in Travel Agency or Airport environment
- Good knowledge and experience of a major Computer Reservations System with auto ticketing preferred, and this must also include knowledge of market and industry information

Qualifications for airport agent

- Apart from religious obligations must be able to work of the following schedules -including weekends, holidays, evening/closing shifts
- Must be able to work 40 hours a week including nights and weekends and be available to work one of the following schedules
- Must have a minimum Saskatchewan Intermediate valid driver's license with no more than 2 moving violations and/or at-fault accidents on driving record in the past 3 years
- Must be presently authorized to work in Canada and not currently require sponsorship for this position
- Minimum of 1 year experience of face-to-face customer service
- Apart from religious observation, must be able to work a 10-29 hour/week flexible schedule including nights, weekends and holidays