

Job title: Customer Operations Officer
Department: Customer Services
Reporting to: Customer Operations Supervisor
Location: Oxford Airport
Date: 2nd June 2021

Main purpose of job:

To provide exceptional customer service and operational support to crews and passengers using the London Oxford Airport facilities.

Main responsibilities of the job:

- Receive and greet all visitors, passengers and crew upon arrival at the airport terminal
- Monitor all computer systems to ensure all customer requests are prioritised and dealt with promptly
- Input actual flight data accurately on AFIDS, and liaise with the relevant sections regarding significant changes to the planned flying programme
- Meet inbound flights with passengers, assist with luggage, and carry out escort duties as required
- Escort emergency vehicles airside following Airport safety guidelines as required
- Attend to passengers and crew in the terminal lounges, ensuring refreshments are provided
- Prepare departure packs for outgoing crews
- Ensure the terminal facilities are presentable at all times, refreshment machines are functioning, and additional supplies are adequately stocked
- Book meeting rooms and refreshments if requested
- Ensure security are given advance notification of all visitors expected at the terminal
- Ensure vehicle permits are provided and recorded into the ANPR where necessary
- Perform Check-In duties for scheduled airline flights
- Maintain knowledge of all relevant legislation and regulations as directed by DfT, CAA, and UKBA
- Prepare all documentation in compliance with DfT, IATA, CAA and airline requirements
- Assist with airport emergency procedures as per the Aerodrome Manual
- Carry out opening/closing procedures depending on rostered shift pattern
- Process and file flight paperwork efficiently and promptly
- Arrange and record ancillary services as requested by crews and or passengers
- Use Pegasus to generate all invoices or purchase orders
- Check and approve supplier invoices, and liaise with customers regarding late payments as necessary
- Carry out all PET immigration handling, and any associated paperwork
- Provide accurate aircraft charter quotations
- Accurately process and file flight plans as required
- Maintain airport information for visiting aircraft
- Maintain/disseminate all airport weather warnings
- Assist/Liaise with the UK Border Force, advising them of all (GAR) overseas movements
- Raise and action GARS when required

- Process all handling requests – including booking aircraft in and out with Air Traffic Control
- Liaise with Ground Handling for information positioning of aircraft on the airfield, refuelling & related services
- Arrange and monitor all relevant flights for NASP/Screening
- Action any changes to the airport fire category, and notify relevant sections
- Raise invoices and process payments for landing fees, fuel and any additional services
- File all airport NOTAMs as requested
- Monitor aircraft arrival and departure bookings to ensure maximum time is allowed for sufficient ground handling/customer service assistance
- Control access to the airfield from the terminal building
- Any other tasks as reasonably required by the SMT

Comply and co-operate with Company Health, Safety and Welfare requirements
Ensure personal safety and that of others at all times
Report any hazards, unusual occurrences or unsafe practices immediately
Carry out emergency procedures when required
Participate in safety briefings and meeting as required
Report all accidents or near misses via the appropriate mechanism

Level of responsibility:

Operational

Working conditions (*hours of work, any travelling required etc*):

Position: Salaried

Hours: 40 hrs per week. Shift pattern as covers the needs of the business.

Locations: Oxford

It may be necessary and essential to work unsociable hours.
The post holder is expected to fulfil such requirements without additional recompense.

Signed: Dated:

Name: