



Job Title: Customer Operations Officer – Customer Service Representative

Department: Customer Operations (Terminal)

Location: Oxford Airport

Job Description:

We are seeking a dedicated and proactive Airport Customer Operations Officer to join our team, providing exceptional customer service to passengers, crew, and visitors at the airport terminal. In this dynamic role, you will ensure smooth operations while prioritising customer satisfaction and safety.

Main Responsibilities:

- Greet and assist all visitors, passengers, and crew upon arrival at the airport terminal, ensuring a warm and professional welcome.
- Monitor and manage computer systems to prioritise and promptly address all customer requests.
- Accurately input flight data into AFIDS and communicate significant changes to relevant departments.
- Meet inbound flights, assist passengers with luggage, and carry out escort duties as needed, including limited baggage handling.
- Escort emergency vehicles airside following safety guidelines.
- Attend to passengers and crew in terminal lounges, providing refreshments and support.
- Ensure the terminal facilities are clean and well-stocked, including refreshment machines and supplies.
- Handle meeting room bookings and arrange refreshments upon request.
- Ensure security is notified in advance of all expected visitors to the terminal.
- Perform check-in duties for scheduled airline flights.
- Maintain knowledge of relevant regulations, including DfT, CAA, and UKBA standards.
- Assist in emergency procedures as outlined in the Aerodrome Manual.
- Prepare flight paperwork and ensure compliance with DfT, IATA, CAA, and airline requirements.
- Process payments for aircraft services and manage invoices, liaising with customers regarding late payments.
- Monitor aircraft arrival and departure schedules to ensure timely ground handling assistance.
- Control airfield access from the terminal building and manage all aspects of ground handling and customer service.



- Adhere to all health, safety, and welfare guidelines, reporting hazards and unsafe practices immediately.
- Any other reasonable request within the limits of your skills or experience.

Note: the above list is not exhaustive.

Desirables:

- Strong communication and interpersonal skills, with a focus on customer service.
- Ability to multitask and prioritise in a fast-paced environment.
- Flexibility to work in shifts as required.
- Attention to detail and ability to handle administrative tasks efficiently.

Essentials:

- Right to work in UK
- Hold a UK driving licence

Full training provided.

If you are passionate about delivering outstanding customer service and ensuring smooth airport operations, we encourage you to apply.