



VACANCY NOTICE NO. 6 OF 2024

The BVI Airports Authority Limited invites applications from suitably qualified persons for the position of **CLIENT RELATIONS REPRESENTATIVE, OPERATIONS DEPARTMENT**.

This position is responsible for providing customer service and interacting with passengers which includes addressing complaints, collecting feedback, and other necessary duties to enhance passenger satisfaction.

EDUCATIONAL REQUIREMENT

- High school diploma, general education degree, or equivalent
- Experience working in the customer service industry is an asset

KNOWLEDGE AND EXPERIENCE

Applicants must have proficient knowledge in the following areas:

- Sound planning and organizational skills
- Good human relations skills.
- Professional telephone etiquette
- Good oral and written communication skills
- Ability to multi-task and work under pressure.
- Ability to resolve service-related problems
- Sound customer service skills
- Proficiency with Computer Operating Systems (Microsoft Office Suite)

JOB FUNCTIONS AND RESPONSIBILITIES

Duties include but not be limited to:-

- Identifying measures and solutions to improve customer service satisfaction
- Addressing relevant anonymous complaints and suggestions from passengers by making recommendations to improve health and safety conditions within the BVI Airports Authority
- Engaging in Airport Emergency Drills and trainings as required
- Attending to critical needs that may occur throughout the Terminal building
- Responding to queries of passengers
- Resolving issues that may interfere with the passenger's experience
- Performing facility checks and passenger feedback

Salary which is in grade 4 will be determined commensurate with qualification and experience.

Interested persons should submit completed application and other relevant documents to:

Director of People and Culture
BVI Airports Authority
P. O. Box 4416
Road Town, Tortola
British Virgin Islands, VG1110
or
Email: humanresources@bviala.com

Deadline for submission: **NOVEMBER 29, 2024.**