



VACANCY NOTICE NO. 5 OF 2024

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

This position is responsible for ensuring that all internal and external customers receive an adequate level of service or help with their questions or concerns on the floor; assist the elderly and physically challenged; identify measures and solutions to problems experienced by passengers. They are also required to assist with the conduct of quarterly surveys for customer feedback and provide a support service to authorized taxi operators and other partners of the BVIAA.

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:-

- Ensuring that customers at the airport receive an adequate level of service
- Directing airport users to requested areas
- Assisting the elderly and physically challenged
- Receiving customer concerns, questions and suggestions through the various modes of communication; acknowledging, resolving, recording and reporting on these as necessary in a timely manner
- Conducting Customer Service surveys
- Spot-checking facilities
- Supporting in service areas such as the Taxi Services and the accommodation of conference meters and greeters at the airport's facilities
- Identifying measures and solutions for improving customer service delivery
- Communicating and coordinating with colleagues as necessary
- Providing feedback on the efficiency of the customer service process
- Following communication procedures, guidelines, and policies

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@bvია.com

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