

SCHEDULE 2

POSITION DESCRIPTION

Job Title	Customer Experience Coordinator - Terminal
Reports to	Marketing and Customer Experience Manager
Direct reports	None
Works with	GM – Business Development, Manager - Safety & Compliance, Operations Manager, Maintenance Manager, all other Airport staff, passengers, contractors and visitors.

General Information

Dunedin Airport is a public unlisted company, established under the Airport Authorities Act 1966, and incorporated in 1988. It is equally owned by the Crown and Dunedin City Holdings Ltd.

Our Values



Job Purpose To provide an efficient and effective customer experience operation for Dunedin Airport and ensure the safety and security of the terminal building, equipment and landside infrastructure.

Job Duties

- Work with the Marketing and Customer Experience Manager and the Dunedin Airport team in providing outstanding customer service.
- Handle customer complaints efficiently and in a friendly manner.
- Provide customers with airport and area knowledge as requested.
- Check Meeting Room bookings each morning and set up rooms as required before customer's arrival. Clean up each room after they have been vacated.
- Take a proactive approach to managing the Meeting Rooms, improving the experience our customers have wherever possible.
- In conjunction with the Senior CX Coordinator, manage the administrative taxi process including the issue of barrier arm taxi cards and allocating payments. The day-to-day responsibilities of these tasks will be shared in conjunction with the Senior CX Coordinator.
- In conjunction with the Senior CX Coordinator, be responsible for the cleanliness and presentation of the Customer Experience desk.
- Maintain a high standard of presentation for the terminal, departure lounges, and other infrastructure. This includes ensuring tables and chairs are cleared and reset after each departure.
- Regular collection of trolleys from around the terminal throughout each day.
- Assist with the Maintenance Register by completing tasks when delegated.
- Strive to be a cone free airport, with any permanent changes actioned and cones only used as a temporary measure.
- Issue and update airport access cards on the DIAL cardax system. Ensure appropriate levels of authority are allocated at all times.
- In conjunction with the Senior CX Coordinator, administration of car park parking database and issue cards to the airport tenants as required.
- Maintain a high standard of presentation for the terminal, carpark and other infrastructure.
- Facilitate passenger flows to minimise disruption.
- Co-ordinate the airport lost property process and ensure that information is kept up to date.
- Liaise with advertisers to ensure that advertising in the airport is operational and up to date.
- Facilitate key drops and bag drops for customers.
- Work with the Night Operations teams to provide a complete customer experience.
- Champion the need for continuous improvement.
- Liaise and co-operate with external contractors as requested.
- Attend and successfully pass any training required by the Marketing and Customer Experience Manager.
- Exhibit behaviour that is in accordance with Dunedin Airport's values.
- Be knowledgeable in emergency procedures and assist in emergency situations as required.
- Perform other such duties as may be reasonably required by the Marketing and Customer Experience Manager.

- Ensure that regular inspections, checks etc. are monitored and carried out as required.
- Assist and support ground handling services for medical flights as required.
- Responsibility for presentation and maintenance of all terminal landside infrastructure as part of a proactive team.
- Ensure that you are always presented in an exceptional manner in accordance with company standards.
- Ensure all public transport operators are compliant with current rules and regulations. Carry out inspections as and when required.
- Administer security and carpark software to provide access to stakeholders where appropriate.
- Liaise and co-operate with external contractors as requested.

Safety

- Ensure that actions, or inactions, at work do not harm yourself or anyone else.
- Assist the Safety and Compliance Manager in ensuring a clean, safe and compliant environment is maintained throughout the premises.
- Ensure that regular inspections, checks etc. are monitored and carried out in line with a safety plan.
- Ensure compliance with the company's Safety Management System and associated procedures.
- Foster a safety-orientated environment.
- Ensure compliance with any emergency plan and procedures in place or introduced to the airport.
- Assist in monitoring the security of the facilities by ensuring that only authorised personnel gain access to designated and restricted operational areas.
- Report hazards as necessary into the airport's reporting system.

Key Performance Indicators (KPI)

- Acceptable audit results from internal and external parties.
- Customer survey results.

Skills/Qualifications Required

- Current drivers licence.
- First Aid Certificate (desired, not essential, as can be provided).
- Experience in control, monitoring and implementation of systems.
- Ability to be part of a team in a customer service environment.
- Able to pass security and background checks satisfied in accordance with Aviation Security requirements.

Key Attributes Desired

- Practical and pragmatic approach to problem solving
- Customer centric
- Safety and security focused

- Effective relationship skills
- Outcome focused
- Strong work ethic and professionalism
- High integrity & accountability
- Positive, can-do attitude
- Excellent communication skills – written and verbal
- Highly organised and the ability to prioritise
- Accurate and strong attention to detail
- Exceptional inter-personal skills
- Ability to adapt in variety of environments
- Flexible and willing
- Good computer literacy skills – MS Word, Excel and Outlook