

JOB PURPOSE & SPECIFIC RESPONSIBILITIES:

- CSE – PAX shall be responsible for the successful management of shift in absence of Duty Officer.
- Desires to implement innovative procedures to support immediate business needs, train and shadow new employees (CSEs).
- Implement and maintain the processes needed for meeting airline specific SLAs & SOPs.
- Use Microsoft Office or appropriate software and application to assemble, ruminate and format data, information and statistics as well as generate standard reports as required
- Perform any other functions as required by the VP –PAX.
- Ensure that frequent flyer programs of the airlines are professionally handled.
- Handle denied boarding process and compensation.
- Arrange for the hotel and conveyance in case of DB"s and VDB"s as per the carriers guidelines and SLA.
- Make boarding announcements and manage the boarding process, manage upgrades and downgrades, handling stand by list, reconciliation of passenger numbers with aircraft documents prior to departure.
- Directs passengers from aircraft through controls.
- Arrange for transfer desk/connection services and baggage recheck.
- Initiate pre-flight/post-flight work.
- Meet Arrival flight and prepare & handle MHB reports/cases professionally.
- Ensure proper and correct information/guidance to passengers.
- Consult Supervisor in case of difficult situations.
- Handling delayed and cancelled operations.
- Awareness/implementation of policies and procedures of the airlines.
- Maintain proper communication with the supervisor. Develop teamwork to have smooth handling.
- Coordination with colleagues in various areas for on time departure.
- Responsible and accountable for overall quality, safety and security of operations in the assigned area of work.
- Responsible for reporting to his supervisors' occurrences, events, violations and acts that may affect safety, security and company reputation.
- Will engage in reconciliation of passengers at boarding gates ensuring only the correct passenger with the bona fide boarding pass boards the flight.
- Will be responsible to conduct the Gate No show drill for missing passenger.
- Will always behave in orderly conduct with all entities in the airport.
- Will be responsible to handle the above wing activity of the Aircraft pertaining to customers.
- Coordinate with Cabin crew for boarding clearance.
- Coordinate with concerned departments and arrange staff and equipment's to ensure smooth Embarking/disembarking of Passengers with reduced mobility.
- Will ensure that Final Passenger manifest and load sheet are tallied.
- Will ensure all the above wing activity pertaining to customer services is completed within the Precision time schedule.
- Ensure Gate no show procedures are followed and passengers on arrivals are assisted.
- Assist passenger on arrivals with baggage issues and Raise reports for missing or damaged baggage.

EDUCATIONAL QUALIFICATIONS

- Bachelor's degree in any subject

RELEVANT EXPERIENCE

- 12 - 36 months of experience in the relevant field
- Should be able to handle a mass manpower.
- Should possess good command over computer application
- 18Months of experience as CSA in a Passenger Services (operations) environment.
- Have demonstrated ability in airlines systems and processes.
- Have the appropriate skill set to set and manage priorities
- Exceptional command over MS Office would be advantages.
- Excellent command over written and spoken English and Hindi.

PERSONAL CHARACTERISTICS & BEHAVIOURS

- Possesses openness to new challenges
- Willingness to go beyond the challenges and meet the deadlines.
- Should be service oriented
- Candidate should be willing to work in night shifts.
- Good communicator and able to relate to all levels of staff
- A team player at handling cross-sectional team
- Excellent customer service and interpersonal skills.
- Positive attitude with the natural ability to provide excellent service in a team environment, dealing with people from many cultures.
- Ability to work in a fast passed, constantly changing environment
- Excellent personal presentation
- Ability to adopt to various computerized systems
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- Ability to understand and interpret customer airlines operational manuals

Reporting Officer	
Signature of the Employee/Date	