



Falkland Islands Government – Job Description

Job Title:	Customer Service Officer (CSO)		
Department:	Central Services	Section:	FIGAS Admin
Reports to:	PA to General Manager		
Grade:	Falkland Islands Government – G1/F	Job Code:	102CL3

Job Purpose

To provide a customer service facility for the processing of passengers, baggage mail and air freight at Stanley Airport.

Main Accountabilities:

- Assist other staff with the preparation and distribution of flight details and flight plans.
- Process and monitor details of passengers, baggage, freight and mail through the terminal at Stanley Airport.
- Collect and distribute pilots/observers and other staff.
- Distribute accurate information to clients, by telephone, fax or other reliable means, to ensure punctuality of the flying programme.
- Collect/distribute mail and freight through the facility at Stanley Airport.
- Supervise the embarkation/disembarkation of passengers during aircraft movements at Stanley Airport.
- Collect revenue for passengers, baggage freight and mail handled through the facility at Stanley Airport.
- Compile daily statistics on the throughput of passengers, baggage, mail and freight.
- Provide relief coverage for Operations Controller duties when required.

The job description is not an exclusive or exhaustive definition of your duties. You shall undertake such additional or other duties as may reasonably be required by FIG commensurate with your role and grade.

Additional Information:

A rostered shift system is operated which includes working on weekends and certain Public Holidays.

- Summer season: Standard 12 hour duty shifts on 4 ON: 4 OFF basis.
- Winter season: Standard 8 hour duty shifts on 4 ON: 4 OFF basis.

The successful candidate must be able to use own initiative, particularly on weekend/Public Holiday shifts when there are few other staff available to consult.



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Criminal Record Checks **This post is regarded as a sensitive post**

All applicants for Government posts will be asked to disclose convictions upon application. Criminal records will only be considered for recruitment purposes when the conviction record is relevant. Having an 'unspent' conviction will not necessarily bar a candidate from employment. This will depend on the circumstances and background to the offence(s).

Any information given will be completely treated as confidential and will be considered only in relation to the post to which the application refers.

Failure by a candidate to reveal information that is directly relevant to the post applied for could lead to the withdrawal of an offer of employment.



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Person Specification:	Customer Service Officer (CSO)		
Criteria	Essential	Desirable	Assessment Method
Qualifications and Training			
GCSE Grade C or above in English and Maths or equivalent.	✓		A
A valid driving licence and ability to drive in hazardous winter conditions.	✓		A/I
NVQ Level 2 Customer Service qualifications		✓	A
ECDL (European Computer Driving Licence) qualifications		✓	A
A working knowledge of a second language e.g. Spanish would be useful		✓	A/I/R
Knowledge, Skills and Experience:			
Minimum 3 years' experience in Clerk/ Administration field	✓		A/I/R
IT skills (Microsoft Office programmes Word, Excel, Access and Power Point) including good keyboard skills	✓		A/I
Experience of providing an effective customer service delivery	✓		I/R
Ability to deal confidentially and efficiently with persons of all nationalities clearly and confidently	✓		A/I/R
Current knowledge and understanding of good Health and Safety practices and procedures.	✓		A/I/R
Ability to work under pressure and maintain a quality output	✓		A/I/R
Previous experience within travel industry		✓	A/I
Knowledge of FIG vote control systems		✓	I
Personal Attributes:			
Positive, approachable, committed, enthusiastic and independent	✓		I/R
Willingness to learn and develop	✓		A/I
Clear ability and evidence of working effectively as a member of a team	✓		A/I
Willingness to work outside normal working hours, weekends and public holidays.	✓		I
Able to understand passengers and their requirements and be able to deal with disappointed customers.	✓		A/I/R
Note to Applicants: Please ensure that you demonstrate your ability to meet the requirements of the job by giving clear, concise examples of how you meet each criterion on your application form.			

Method of assessment:

A - Application Form

I - Selection Interview

R – Reference