



## **JOB DESCRIPTION**

**Job Title:** Terminal Services Agent  
**Department:** Operations  
**Reporting To:** Terminal Services Supervisor  
**Place of Work:** City of Derry Airport

### **Job Purpose**

To provide information, check in, escort and general assistance to schedule and charter passengers to the highest standard of customer care.

The Passenger Services Department provides, on behalf of airlines and aircraft operators, a handling service for their passengers. The service provided will include check in, seat allocation, baggage accounting, checking travel documentation, escort to and from the aircraft, lost or damaged property and providing assistance to special need passengers, i.e.; disabled, unaccompanied minors and the elderly.

### **Principal Accountabilities**

- Deal with the General Public and provide flight information. Ensure flight information systems are updated and correct. Operate the PA system.
- Make reservations and sell tickets in accordance with the operators booking procedures. Perform administration tasks in relation to the ticket desk. Ensure that all monies are correct at the end of a shift.
- Perform operational duties and ensure that all relevant documents are completed in accordance with company policy e.g., Load Sheets, Passenger Manifests, Flight Files etc. Provide delay information and carry out administration duties relating to operational shifts.
- Carry out check-in duties ensuring that passengers are checked in, according to the Airline Policies and Procedures. Ensure that the check in area is well stocked and maintained.
- Staff the departure lounges and ensure passengers with “special requirements” are cared for.
- Ensure that Flight Information Display Systems and Flight Management Systems are updated and correct. Operate the telephone and PA system.

- Remain proficient with the various technology, policies and procedures used within the department.
- Promote a positive image of City of Derry Airport and ensure that a high standard of customer care is offered at all times.
- Operate switchboard.
- Escort passengers to and from aircraft and the terminal building making sure that safety and security regulations are complied with.
- Provide escort for unaccompanied minors.
- Provide assistance as necessary to special needs passengers.
- Operate the baggage tracing system and reconcile passengers' luggage.
- Provide back up assistance to Passenger Services Officers as required.
- General upkeep of areas open to public.
- Promote a positive image of City of Derry Airport and ensure that a high standard of customer care is offered at all times.

### **Any Other Duties**

The current PSO and Information Desk roles will be amalgamated. This will require full cross training between the two existing roles. All of the Information Desk staff have already undertaken training in PSO Duties and some of the PSO staff have undertaken some training in Info Desk duties. Additional duties are currently not carried out by either PSO or Info Desk. Please note that training will occur over a period of time for the additional duties/knowledge, however, core role will be the amalgamation of PSO and Info Desk.

- Level 1 security duties (training required)
- Snow duties
- Baggage handling
- Manoeuvring and use of Ramp equipment
- General grounds maintenance and snow clearing
- Cleaning of own and communal areas.
- Car park duties

The post holder has no supervisory responsibilities, however may be required to assist newly trained staff in gaining practical experience of routine procedures. The post holder will be expected to work on their own initiative and make decisions based on standard published procedures or in the interest of customer service, efficiency or safety.