

Position Description – Customer Mobility Agent

About OACIS

OACIS is a growing aviation services company with a vision of creating freedom, flexibility, and fun for air travellers. Our values are:

- **Customer inspired:** We constantly seek to provide the very best experiences for our customers.
- **Safety and Security:** We are committed to achieving the highest levels of safety and security.
- **Integrity:** We behave, at all times, honestly, morally and ethically.
- **Teamwork:** We will provide support to one another, work co-operatively, respect each other's views and make our work environment fun and enjoyable.
- **Innovation:** We seek to identify and implement new and unique ideas to enhance our customer's experiences.

At OACIS, our beliefs guide the way we work, always staying true to our colleagues, our customers, and our values. Together, we will create a seamless customer experience.

Our customers come first. We're constantly challenging ourselves to re-imagine the customer experience, and work hard with empathy to connect and build trust. Ultimately, our service will make people feel at home no matter where they are.

Role title:

- Customer Mobility Agent

Reporting to:

- Co-Ordinator | PRM Lead | Supervisor | Duty Manager

Location:

- Auckland Airport

Classification:

Part-time, permanent

Purpose:

- To provide exceptional customer service and operational support to OACIS client's,
- To represent OACIS and customer brand standards at all times.

Description:

The CMA will play a vital role in ensuring the smooth and efficient operation of various aviation services, with a primary focus on PRM (Persons with Reduced Mobility) Handling and Premium Porter Service. This dynamic position also involves various tasks in and around the airport, contributing to the overall satisfaction of customers and clients, while adhering to OACIS/airport/airline policies and safety standards.

Main accountabilities

PRM Handling

- Provide assistance to passengers with reduced mobility during arrivals, departures, and transfers.
- Ensure compliance with safety regulations and procedures when assisting passengers with special needs.
- Coordinate with airline representatives, ground handlers, and other relevant stakeholders to facilitate seamless PRM services.

Bridge Operation (as required)

- To be a competent and safe bridge operator to assist with over all airline operation when/if required.
- Adhere to all OACIS/airport/airline policies, regulations, and safety protocols.

- Stay updated on industry regulations and changes in policies.

Buggy Captain (as required)

- To be a competent and safe buggy captain to assist with over all airline operation when/if required for transport of PRM customers, VIPs, Staff.
- Adhere to all OACIS/airport/airline policies, regulations, and safety protocols.
- Stay updated on industry regulations and changes in policies.

Premium Porter Service

- Offer exceptional customer service to premium passengers, including VIPs, business class travellers, and other designated clientele.
- Assist with oversize and fragile baggage handling, and provide personalised support to enhance the overall travel experience.
- Maintain a professional and courteous demeanour while interacting with customers and handling their requests.

General Airport Assistance

- Working to support the overall airport operation through deployment to a variety of tasks and roles.
- Collaborate with airport staff, airlines, and other service providers to address and resolve operational issues as they arise.
- Participate in training programs to stay updated on industry standards, safety protocols, and customer service best practices.

Task Flexibility

- Adapt to various tasks and responsibilities as required by the operational demands of the airport.
- Assist in different areas, such as check-in counters, boarding gates, and other customer service points, to ensure a well-rounded understanding of airport operations.

Documentation and Record-Keeping

- Complete required forms, reports, and documentation as needed.

Compliance and Safety

- Adhere to all OACIS/airport/airline policies, regulations, and safety protocols.
- Stay updated on industry regulations and changes in policies.

Team Collaboration

- Collaborate with fellow OACIS team members, ground staff, and other airport/airline departments to ensure smooth airport operations.

Skills and experience:

- Exceptional customer service skills.
- Detail-oriented with a focus on accuracy.
- Problem-solving abilities.
- Ability to work in a fast-paced and high-pressure environment.
- Professional appearance and demeanour.
- Strong teamwork and collaboration skills.

Benefits:

- Building a career in the exciting world of aviation
- Full initial training and on-going training and development
- Uniform supplied
- Flexible leave and rostering arrangements
- A good salary with career opportunities
- Joining a strong and fun team with a bright future

At OACIS we embrace diversity, inclusion, and equality in a serious way. We are committed to building a team with a variety of backgrounds, skills, and views. The more inclusive we are, the better our work will be. Creating a culture of Equality isn't just the right thing to do, it's also the smart thing.