

Airport Representative - Kusadasi & Izmir

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Company: Jet2holidays

Location: Izmir

Category: other-general

Job Description:

As one of our value **Airport Representatives** you will play a vital part meeting & greeting our customers on arrival and departure, delivering outstanding customer service, and directing our customers to their transfer. You will always be working as one team with internal & external suppliers and take responsibility of customers queries or problems using our in-house digital systems.

What can we offer you?

We offer our valued colleagues a range of benefits including: -

Competitive salary with annual pay review

Fully paid training & IT equipment

Monthly 1-1 meetings with your Team Leader

Career progression & development across Jet2.com & Jet2holidays

1.5 days off per week or equivalent

Monthly rosters sent in advance

Discounts on Jet2.com & Jet2holidays flights & holidays

Recommend a friend bonus scheme

What will you do in the job?

Reporting to the Airport Team Leader, you will Work as One Team with internal & external stakeholders to deliver VIP industry leading Customer Service to our all-important customers. You will be provided with fantastic training to ensure you:

Create Memories for our customers by welcoming all customers to the airport

Take ownership of any customer queries or problems quickly and effectively, logging these using our in-house digital systems

Be the face of Jet2holidays around the airport to support the customers airport journey

Prepare & deliver holiday essential information to give to customers as they arrive for their Jet2holiday

Deliver a friendly “have a lovely flight” as our customers prepare to fly home

Accompany our arrival and return transfers from Kussadasi to the airport (it is beneficial if you live in this resort)

What will I need?

As we employ on Turkish contracts **you must already hold the full right to work in Turkey** to be successful in this role. You must be living in the destination or willing to source your own accommodation.

Working hours will vary each month and will include early starts, late finishes, split shifts & working weekends so you must be flexible to work a range of hours. You will receive your roster 3-4 weeks in advance.

No previous experience is required however, you will be able to effectively handle a wide

range of different customer facing situations, be able to solve problems, & have a positive & friendly attitude. You must also be confident in using Digital Tablets on a daily basis.

Apply today to join the UK's Number One Tour Operator! Once you have submitted your application, we will then invite you to complete the recruitment process which includes: a video interview and attending an assessment day.

We look forward to your application & starting your career **Jet2holidays!**

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Generated on: 2024-04-29 by Expertini.Com