

Turkey Jobs Expertini®

Customer Service Agent - Antalya Airport (AYT)

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Company: Jet2

Location: Antalya

Category: other-general

At **Jet2.com** and **Jet2holidays** we are **Customer Helpers** responsible for creating memories and ensuring our customers **Have a Lovely Holiday**. We have some exciting opportunities for **Customer Service Agents** to join our **Ground Operations team in Antalya Airport** on a full time, seasonal basis **Summer 2024**.

Reporting to the **Duty Manager**, **Customer Service Agents** play a key role in ensuring all **Jet2.com & Jet2holidays** customers consistently receive first class levels of **Customer Service** at the Airport.

Key responsibilities include:

Welcoming our customers at the airport, providing excellent level **customer service** and helping with any queries

Supporting our third-party service partners to ensure the check-in process is performed correctly and to our **company standards**

Effective **co-ordination** of both the landside and airside operations

Undertaking **quality checks** and ensuring safe practices are carried out at all times

Safety **reporting** ensuring all incidents are recorded and investigated

Working with our third-party partners and **Jet2.com** and **Jet2holidays** colleagues, to drive a 'One Team' ethos in all areas

There may be the requirement **travel** to support other Airports at busy times

This is a hands-on role, interacting with our **customers** and working as an **ambassador** for our **brand values**. As we are always on hand to help our customers, rostered shift basis and requires **flexibility** to support our flying programme.

The successful candidate will have a genuine passion for delivering outstanding customer service and will have experience in a customer service role in a similar, fast-paced environment, ideally in an **Aviation or Travel** setting. As a **team player**, you will have a have excellent **communications** skills and a **friendly** approach.

Please note as we employ on local contracts you must already have **Turkish citizenship** to be successful in any of our roles based in Turkey and as you will be working with our UK customer base, fluency in both **English** and **Turkish** is required.

In return, we offer **competitive salaries** well as **fully paid training** and **opportunities for progression**, along with one to ones and coaching. We provide a **uniform allowance** and issue rosters in advance. Join our Ground Operations Team in **Antalya** to help make a real difference to our customers holiday!

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