

Customer Service Agent – Immigration

OmniServ – Gatwick Airport Station, West Sussex

Rate: £8.50 per hour

Personal Profile

Well presented, and self-motivated; with a positive outlook and a clear focus on customer service. Reliable, pro-active, tolerant and determined. The candidate will have a high standard of clear and concise communication via face to face or phone. The ability to read and understand written English. The candidate will have the ability to be flexible remain on their feet for a minimum 8-hour shift.

Job Purpose Summary:

As an immigration host you will assisting in all aspects of immigration journey including:-

- Hosting the electronic gates
- Hosting of the Premium lane
- Queue Time the EU and Non-EU arrival lanes every 15mins and report to GAL and UKBF
- Provide proactive, fantastic and memorable customer service; as a customer service ambassador for Gatwick Airport.

Key Responsibilities and Accountabilities:

- Provide fantastic customer service to all passengers flying through Gatwick Airport.
- Pro-actively approach passengers and assisting them in their journey through the airport, making it seamless and hassle-free
- A good understanding of airport facilities and locations
- Converse confidently and clearly in English.
- Ensure areas are kept clean and clear in accordance with airport H&S policy.
- Report any maintenance or H&S issues to your Team Leader / Supervisor immediately.
- Report any accidents and incidents to your supervisor immediately.
- Support Gatwick Airport management and staff with their operational requests.
- To escalate any relevant passenger feedback to your duty Supervisor.
- Comply and support with OmniServ policies and procedures

Other Responsibilities:

- Wayfinding and queue management
- Advising passengers on services and facilities across the airport terminal
- Appropriate chipped passports are directed to E-pass gates.
- Appropriate passengers are directed to the assistance lane.
- CTA passengers have their boarding card stubs available.
- All passengers have their passports ready for inspection
- Advising passengers on the next process of their travel including but not limited to Departure Lounge, Arrivals, and Onward travel
- If unable to answer a question understanding who to refer the query to the relevant airport contacts