



Job Description

Job Title: **Passenger Service Agents** (Passengers Reduced Mobility)

Location: **Heathrow Airport, all terminals**

Pay rates **£10.75 per hour**

Direct Reports **0**

OmniServ has earned a great reputation for providing best-in-class service for many of the world's leading airlines. We focus heavily on the welfare, support and engagement of all our employees. Our team of highly skilled and engaged Passenger Service Agents are the driving force behind our company.

Our teams consist of ambitious and motivated individuals who contribute to making a fun and friendly work environment.

The role of a Passenger Service Agent is to ensure a smooth, seamless passenger journey through Heathrow airport by assisting, welcoming and engaging with passengers to deliver legendary service. Our Passenger Service Agents are flexible and can proactively react to our passenger needs.

Full customer service, wheelchair and buggy training will be delivered.

Duties:

- Assist Passengers with reduced mobility through their airport journey, either by using a wheelchair, driving an electric buggy or using specialised equipment
- Be able to maintain high levels of customer service while working under pressure
- Assist customers to their connecting flight
- Deliver exceptional customer service to all internal and external customers.
- Collect customers and take them through security and passport control down to the boarding gate or airside Host point.
- Determine the level of assistance required for each individual passenger
- Explain the process to the passenger and prepare them for the next steps
- Follow protocol for all terminal equipment
- Provide manual lifting assistance as required
- Complete an incident/Accident Report for any issue you may encounter, including any near-miss events (recording any injuries as a result of an accident to yourself or customers).
- Comply with all relevant safety procedures.
- The Passenger Service Agent will be expected to support the Ambassador contract or any other contract as required subject to the correct training.

Requirements:

- A UK driving licence is preferred but not essential for this position (max 3 points).
- Indefinite Right to work and live in the UK
- This is an active role that required you to be physically fit.



- 5-year checkable employment/education history with a maximum of 4 references
- This role will be shift working with potential early and late shifts, any of the 7 days per week, any day during the year (including bank holidays).

OmniServ are an equal opportunities employer and welcome applications from all suitably qualified persons regardless of their race, sex, disability, religion/belief, sexual orientation or age.