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Coordinator Luggage – Atlantis The Royal Jobs In Dubai | Kerzner International

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Company: Kerzner International

Location: dubai

Category: other-general

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Description:

Kerzner International airport terminal and curbside operations, ensures safe and efficient flow of passengers through terminal facilities, and ensures an optimal customer experience at CLT. Performs Terminal inspections, enforces crowd control measures, and responds to incidents related to general liability. Assist in coordinating customer services efforts including stranded overnight passengers, lost and found activities, and security screening checkpoint monitoring. Responds to and participates in airport emergencies and significant incidents.

Responsibilities:

Ensures the safe and efficient flow of passengers through the terminal facilities while maintaining an optimal customer experience at CLT.
Performs daily inspections of the terminal curbsides and facilities (ticketing, baggage claim, concourses, atrium, FIS), document discrepancies and follow up on issues; enforces rules, regulations, and the application of CLT customer service standards.
Monitors passenger movement and implements crowd control measures, as necessary.
Provide exemplary customer service and relationship management when interacting with customers, travelers, tenants, and stakeholders.
Maintain awareness of current airport-related news and information such as tenant names, projected passenger numbers, security regulations, etc. to provide accurate information.
Provide brochures, literature, web links, and the like to the customers. Work with other divisions within the Aviation Department to ensure a positive experience for the customers, visitors, and tenants.

Requirements:

Ability to represent the airport in a professional, positive manner and provide exceptional customer service to the traveling public, tenants, co-workers and others.
Ability to recognize potential threats, and respond quickly and calmly under emergency situations.
Ability to act without direct supervision using independent judgment and discretion in emergency situations in accordance with departmental policies, procedures, rules, regulations, laws, and ordinances.
Relevant experience must include airline operations, airport operations, airport security operations, or equivalent. Customer service experienced desired
High School Graduate or Equivalent and three years related work experience
Associate’s Degree and one year related work experience

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