

CAYMAN AIRWAYS JOB DESCRIPTION

Job Title: Gate Agent
Job Holder:

Reports To: Gate Manager
Cost Centre: Ground Operations

JOB PURPOSE

The Post Holder will coordinate all gate-related functions of Cayman Airways Limited and contracted handling partners. The post holder reports directly to the Gate Manager.

DIMENSIONS

The Post Holder is responsible for ensuring that all Gate functions are aligned with the Company's procedures, and regulatory guidelines; to ensure a smooth, precise, and transitional path for an average of 60 – 250 passengers flowing through the terminal to the aircraft. In doing so the post-holder needs to have a sound understanding of airport functions and the other airlines operating activities.

PRINCIPAL ACCOUNTABILITIES		% Time
1	Ensure to be at the gate 75 minutes prior to scheduled departures of flights.	15%
2	Coordinate with ramp personnel(s) for boarding.	15%
3	Coordinate and communicate daily with ticket counters to ensure closeout times are adhered too.	5%
4	Ensure boarding announcements are done in accordance with Cayman Airways Passenger Service Manual.	5%
5	Perform duties as directed by the Gate Manager or designee.	5%
6	Coordinate the common-use gate counters on a daily basis with the Airport Operations Command Center.	15%
7	Assist with ensuring in-transit passengers are met on arrival and assisted through immigration and Customs lines.	5%
8	Ensure all irregular operations announcements/ notices are made every 30 minutes in accordance with the Passenger Service Manual.	15%
9	Ensuring the gates are set up with general declarations along with any other relevant supplies and materials required for boarding.	15%
10	Promote and maintain a strong customer care culture which includes customer safety and security.	5%

ORGANISATION CHART



BACKGROUND INFORMATION

The company's mission is to provide safe, secure, and reliable air transportation that meets or exceeds all applicable regulations and to deliver exceptional customer service to both internal and external customers.

KNOWLEDGE, EXPERIENCE AND SKILLS

- Minimum High School Graduate.
- At least 6 years of experience in airline-related services
- Computer literate with a thorough understanding of Microsoft Office Suite
- Airline Sabre Systems competency
- Strong customer service skills
- Ability to work under pressure while maintaining duties up to required standards
- Ability to interact efficiently and effectively with a wide cross-section of airlines
- Basic general knowledge of Airline Operations Procedures
- Committed to promoting airline operational efficiency to CAL and contracted airlines
- Ability to speak a foreign language would be an asset
- Excellent written and verbal communication skills

ASSIGNMENT AND PLANNING OF WORK

The post holder will be expected to be proactive and demonstrate initiative but will also operate within timelines agreed with along with assignments and plans provided by the Gate Manager.

SUPERVISION OF OTHERS

This role does not directly supervise any staff.

OTHER WORKING RELATIONSHIPS

This position requires daily interaction with the core airline, and by extension airport partners.

DECISION-MAKING AUTHORITY AND CONTROLS

The post holder is responsible for carrying out duties based on the syllabus provided by the company's training department in accordance with policies and procedures.

PROBLEM/KEY FEATURES

The post holder must be able to process a large volume of customers with excellent customer service techniques in a fast-moving environment.

WORKING CONDITIONS

The post holder must be able to work early mornings, afternoons, nights, weekends, public holidays, and overtime as required.

Must be able to handle customer inquiries and maintain a highly professional attitude at all times. Must be physically fit in order to stand for long periods of time and to lift and move baggage up to 70 lbs.

When working on the ramp, agents will be exposed to the elements, extreme heat, and rain and subject to noisy conditions.

Agreed By: _____ Date: _____