

Airport Representative - Kos

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Company: Jet2holidays

Location: Kos

Category: other-general

Job Description:

As one of our valued Airport Representatives you will play a vital part meeting & greeting our customers on arrival and departure, delivering outstanding customer service, and directing our customers to their transfer. You will always be working as one team with internal & external suppliers and take responsibility of customers queries or problems using our in-house digital systems.

What can we offer you?

We offer our valued colleagues a range of benefits including: -

Excellent salary with annual pay review

Fully paid training & IT equipment

Monthly 1-1 meetings with your Team Leader

Career progression & development across **Jet2.com & Jet2holidays**

21 days holiday entitlement per annum

2 days off per week

Monthly rosters sent in advance

Discounts on **Jet2.com & Jet2holidays** flights & holidays

Recommend a friend bonus scheme

What will you do in the job?

Reporting to the Airport Team Leader, you will Work as One Team with internal & external stakeholders to deliver VIP industry leading Customer Service to our all-important customers. You will be provided with fantastic training to ensure you:

Create Memories for our customers by welcoming all customers to the airport

Take ownership of any customer queries or problems quickly and effectively, logging these using our in-house digital systems

Be the face of **Jet2holidays** around the airport to support the customers airport journey

Prepare & deliver holiday essential information to give to customers as they arrive for their **Jet2holiday**

Deliver a friendly “have a lovely flight” as our customers prepare to fly home

What will I need?

You will already hold the full right to work documents for the country where this role is based and be living in the destination or willing to source your own accommodation.

Working hours will vary each month and will include early starts, late finishes, split shifts & working weekends so you must be flexible to work a range of hours. You will receive your roster 3-4 weeks in advance.

No previous experience is required however, you will be able to effectively handle a wide range of different customer facing situations, be able to solve problems, & have a positive

& friendly attitude. You must also be confident in using Digital Tablets on a daily basis.

Apply today to join the UK's Number One Tour Operator Once you have submitted your application, we will then invite you to complete the recruitment process which includes: a video interview and attending an assessment day.

We look forward to your application & starting your career **Jet2holidays!**

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