

Advertisement

We are in search of qualified persons who are interested in a commitment to progress as we move forward to the fulfillment of our goal as the Leading Caribbean Airport.

***MBJ Airports Limited** invites applications for the position of:*

Passenger Service Representative

Reporting to the Operations Manager, the Passenger Service Representative will be responsible for providing general information and assistance to passengers, to include VIPs/Diplomats, and the public. The incumbent will be the point of contact for complaints from airport users including airlines, concessionaires, tenants, and the public. The incumbent will aim to deliver a positive customer experience thereby furthering the company's vision and goal of transforming the Sangster International Airport as the Leading Caribbean Airport.

Qualifications and Experience

- ✚ University Degree in Tourism and Hospitality Management or equivalent
- ✚ One or more foreign language: Spanish/French at GCE Ordinary Level/ CXC Proficiency Level or equivalent standard
- ✚ A minimum of two (2) years working experience in public relations/customer service preferably in the hospitality industry, airline, airport or transportation enterprise.

Key Skills:-

- ✚ Knowledge of airport administration, public and private sector entities, airlines and protocol
- ✚ Knowledge of airport rules and regulations
- ✚ Knowledge of security procedures
- ✚ Working knowledge of computer applications and software
- ✚ Sound knowledge of voice and data communication technology
- ✚ Sound knowledge of aviation airside safety, security and anti-terrorist procedures

In a dynamic high pressure team environment, the ideal candidate must be a team player with the ability to exercise sound judgment in effectively handling crisis situations. The candidate must possess well developed interpersonal, hospitality and public relations skills and the ability to communicate effectively in verbal and written format.

Interested persons should submit applications by **November 3, 2014**, via email to vacancies@mbjairport.com or mail to:

**The Human Resource Manager
MBJ Airports Limited
Sangster International Airport
Montego Bay, St James**

We thank all candidates for their interest but wish to advise that only those short-listed for interviews will be contacted.

