



Precision Air Services Plc is a fast-growing private Tanzanian airline which operates in Partnership with Kenya Airways, with its strategies to expand wings beyond East Africa and Africa.

In order to keep our services at a higher level and meet our customers' maximum satisfaction we wish to invite applications from suitably qualified candidates to fill in this challenging position.

1. POSITION: CUSTOMER SERVICE EXECUTIVE (2 POSTS)

REPORTS TO: CUSTOMER SERVICE SUPERVISOR

DUTY STATION: DAR ES SALAAM

ROLE PURPOSE STATEMENT:

To ensure efficient and effective customer focused check in and boarding in compliance with SLA's and customer expectations

KEY ACCOUNTABILITIES/RESPONSIBILITIES

- To ensure efficient & effective passenger service in compliance with carriers' policies/procedures and customer airlines approved SLA.
- To ensure compliance with safety & security standards in our operations to comply with relevant statutory and industry requirements.
- To protect and enhance revenue collection to meet Company and Customer airlines targets.
- To effectively communicate relevant aspects of service delivery internally and externally to meet customer expectations.
- Ensure and maintain a healthy, safe and secure working environment in compliance with company procedures, regulatory authorities and requirements of customer airlines.
- Any other duties as may be assigned by your supervisor

PERFORMANCE INDICATORS:

- Comply with customer care standards in terms of serving the passengers.
- Nil OTI's related to poor service.
- Comply with laid down standards in verifying validity of passenger's travel documents.
- Comply with laid down standards of appearance and grooming
- Compliance with SLA's.
- Customer service delivery reactions/responses.
- Compliance with non-SLA carriers' policies & procedures.
- Adherence to safety standards
- Excess baggage revenue collected and reported

COMPETENCIES:

- High integrity and communication skills.
- Ability to work under pressure.
- Proactive/results orientated
- Team player
- Decisive and result oriented
- Customer focused
- Pleasant & presentable

MINIMUM REQUIREMENTS:

- Diploma Graduate or relevant IATA/ UFTAA qualifications or equivalent
- Certification in relevant computer applications and Customer Service
- Experience in delivering service in demanding consumer environment
- Good Communication Skills with Pass Mark of grade C in English and Kiswahili and Mathematics
- Fluency in appropriate foreign languages is an added advantage

Closing Date:

Not later than 29th November 2021

Mode of Application:

If you feel you meet the above requirements, please send your application and CV to the address below. Only short-listed applicants will be contacted.

Head of Human Resources and Administration

Precision Air Services Plc

Mail Box 70770

Dar es Salaam

Tanzania

E-mail: pwrecruit@precisionairtz.com