**Advertisement Date: 23rd September 2024**

**Closing Date: 4th October 2024**

Job Title: Host

Location: Providenciales, Turks and Caicos Islands

Department: Terminal

Reporting to: The Executive Terminal Manager

Employment type: Permanent

Compensation: Grade: 3.1 to 3.5

**JOB PURPOSE**

The Airport Host will work with the Terminal department as the first contact person for customer-related concerns identified by airport stakeholders within the airport during operating hours. In addition, this person will foster the best customer experience for all persons utilizing the airport’s facilities. In addition, the airport host will assist in designing and implementing various plans that will aid in a smooth and comfortable but safe atmosphere for passengers, airlines, and other agencies at the airport.

**RESPONSIBILITIES**

* Oversee flight delays and cancellations.
* Direct and guide persons to the various airlines’ check-in counters, security checkpoints, and all other airport amenities.
* Communicate, record, and resolve the concerns and issues the airport customers may have.
* Monitor and ensure the cleanliness of the terminal is upheld to TCIAA standards.
* Monitor the design of passenger Stanchions for the smooth guidance of passenger flow.
* Monitor and execute plans necessary to ensure a smooth flow of all high-traffic areas at the airport.
* Monitor terminal activities and take appropriate steps to mitigate safety, security, or other issues.
* Conduct facility inspections using defined checklists.
* Establish and build strong working relationships with all terminal tenants, including Airline Stakeholders, government agencies, retail vendors, and all other airport stakeholders
* Respond to all terminal events, including maintenance issues, vendor requests, security breaches, and guest services considerations.
* Initial response to all emergency or abnormal events that occur after regular airport working hours and on holidays or weekends.
* Ensure all systems, facilities, and services are being provided effectively to ensure safety, efficiency, and high service standards to the traveling public, airlines, tenants, and other airport stakeholders.
* Any other Task identified by the Executive Terminal Manager
* Monitor and assist with curbside movements (Customers and Vehicles) when necessary.
* Oversee the daily operations of the VIP and “fast track companies” operating in the Arrivals and Departure lounges.

**QUALIFICATIONS AND EXPERIENCE**

* Minimum of an Associate Degree or equivalent qualification, preferably in Business or a related field.

**SALARY GRADE: 3.1 TO 3.5**

**Interest persons must submit their Resume and Cover Letter before:**

**October 4, 2024**

**to:**

Human Resources Manager

Turks and Caicos Islands Airports Authority

Providenciales International Airport

Telephone# 649-941-8692, Fax# 9415996. Email: [hrrecruitment@tciairports.tc](mailto:hrrecruitment@tciairports.tc)