

HOST

Job Advertisement

Reporting To:	Executive Terminal Manager	
Division:	Terminal	
Grade Level:	4.1 to 4.4	
Remuneration:	\$32,550 to \$35,052	
Special Requirements:		
Employment Type: <input checked="" type="checkbox"/> Continuous Employment <input type="checkbox"/> Fixed Term Contract <input type="checkbox"/> Independent Contractor <input type="checkbox"/> Consultant <input type="checkbox"/> Intern	Hours: <input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time <input type="checkbox"/> Part-Time Shift <input type="checkbox"/> Casual/Flexible	Location: <input type="checkbox"/> All Islands <input checked="" type="checkbox"/> Providenciales <input type="checkbox"/> Grand Turk <input type="checkbox"/> Salt Cay <input type="checkbox"/> North and Middle Caicos <input type="checkbox"/> South Caicos

About The Turks and Caicos Islands Airports Authority

The Turks and Caicos Islands Airports Authority (“TCIAA”) (established under The Airports Authority Ordinance, Ord.11 of 2005) is responsible for constructing, controlling, and managing airports, and providing and maintaining runways, taxiways, and terminals for the efficient operation of airports in the Turks and Caicos Islands. Its current portfolio consists of owning and operating six airports while providing air navigation services for the low-level airspace above the territory. Our mission is to provide world-class airport facilities and operations through high standards in safety, security, quality, efficiency, innovation, and customer service, recognising their importance to the overall socio-economic development and strategic growth of the Turks and Caicos Islands.

About the role

The Airport Host is a Customer Experience Specialist who plays a vital role in creating a positive and memorable travel experience for all stakeholders at the Howard Hamilton International Airport. As a “brand ambassador” for the TCIAA and the airport, this position requires a friendly, approachable, and service-oriented individual who can effectively assist passengers with a variety of needs and inquiries. Additionally, the host will assist in designing and implementing various plans that will aid in a smooth, comfortable, and safe atmosphere for passengers, airlines, and other agencies at the airport.

Responsibilities and Key Deliverables

Provide Information and Assistance:

- Greet passengers warmly and provide assistance with wayfinding and navigation throughout the airport.
- Monitor the design and placement of passenger stanchions to facilitate smooth flow processes throughout the terminal.

- Implement plans to ensure smooth flow of high-traffic areas, addressing any congestion or bottlenecks as needed.
- Answer passenger inquiries regarding flight schedules, baggage claim, airport amenities, and other travel-related information.
- Assist passengers with special needs, including those with disabilities, children, and elderly travellers.
- Provide information on local attractions, transportation options, and tourist information. Ensure adequate systems, facilities, and services to uphold safety, efficiency, and high service standards for passengers, airlines, tenants, and other airport stakeholders.
- Monitor and assist with curbside movements of customers and vehicles as needed to maintain smooth traffic flow.

Monitor and Enforce a Safe, Clean, and Welcoming Environment:

- Monitor and ensure the cleanliness and orderliness of passenger waiting areas and common areas throughout the terminal, taking proactive measures to address any cleanliness, health, and safety issues.
- Assist with the resolution of minor issues and complaints.
- Proactively identify and address any potential passenger concerns.
- Monitor terminal activities and take appropriate measures to mitigate safety, security, or operational issues.
- Conduct facility inspections using predefined checklists to identify and address maintenance or safety concerns.
- Provide initial response to emergency or abnormal events outside regular airport operating hours, including holidays and weekends.

Promote and Monitor Use of Airport Services:

- Provide information about airport services, including retail outlets, dining options, and VIP lounges.
- Encourage passengers to utilize airport amenities and services.
- Oversee operations of VIP and “fast track” companies in the arrivals and departure lounges, ensuring premium service delivery.

Communication and Collaboration:

- Communicate effectively with passengers, colleagues, and other airport personnel.
- Collaborate with other departments to ensure smooth airport operations.
- Report any incidents or issues to the Customer Services Supervisor.
- Communicate, record, and resolve customer concerns and issues in a timely and effective manner, maintaining a high level of customer satisfaction.
- Assist with the supervision and coordination of team members assigned to assist with passenger flow control and experience on the weekends and/or as may be needed from time to time.
- Establish and cultivate strong working relationships with terminal tenants, including airline stakeholders, government agencies, retail vendors, and stakeholders.
- Respond to various events within the terminal, including maintenance requests, vendor inquiries, security incidents, and guest services considerations.

Qualifications

- High School Diploma or equivalent. In the absence of a diploma, proven years of excellence customer service experience will be accepted.
- Excellent customer service and interpersonal skills.
- Strong communication and interpersonal skills, both verbal and written.
- Ability to work independently and as part of a team.
- Ability to remain calm and professional under pressure.
- Excellent problem-solving and conflict resolution skills.
- Experience in the hospitality or customer service industry preferred.

Physical Requirements

- Ability to stand for extended periods.
- Ability to lift and carry light objects.
- Ability to work flexible shifts, including evenings, weekend, and holidays.

Benefits

- Optional Participation in Private Medical Insurance (with Life Policy included)
- Optional Participation in Employee Savings Programme
- TCIG Public Sector Employee Pension Scheme
- Training and Certification Opportunities as determined and/or required and/or appropriate by the CEO.

The Turks and Caicos Islands Airports Authority (TCIAA) is committed to diversity, equity, inclusion, and accessibility in the workplace. Diversity is ingrained in who we are and how we do business. We, therefore, welcome applicants regardless of ethnicity, gender, ability/disability, religion, and sexuality.

Interested individuals must submit:

- **Cover letter,**
- **Resume,**
- **2 References testifying to character and competency for the role,**
- **A police record, and**
- **Proof of status**

No later than February 17th 2025 to:

Human Resources Manager
Turks and Caicos Islands Airports Authority
Providenciales International Airport
Telephone# 649-941-8692, Fax# 9415996. Email: hrrecruitment@tciairports.tc

Turks and Caicos Islanders Only Need Apply