

## POSITION DESCRIPTION

### Customer Service Consultant at Brisbane Airport Visitor Information Centres

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#### Purpose of Position

- To provide exemplary customer service ensuring repeat business from existing and potential customers
- To provide arriving passengers with products and or information to assist with their travel plans, locally and beyond.
- To build a rapport with customers, qualify passengers and convert to sales transacting for accommodation/transport/attractions as requested by passengers
- To efficiently deal with all aspects of Lost and Found Property utilising BAC Web based program
- To complete all Visitor Centre operations including, but not limited to, brochure management, respond to email and phone enquiries, promote advertising products/advertisers
- Support the volunteer Ambassador role as 'Day Makers' at Brisbane Airport
- Assist in Meet & Greets and Passenger Escort programs
- Assist in Airport Welcome Team activities as required.

#### Skills and Experience

##### **Essential**

- Must like dealing with the public
- Ability to work all hours on a rostered basis either with other staff or on your own (shifts include weekends and public holidays)
- Willingness to become proficient in the understanding of ethical customer service and airport procedures encompassing Occupational Health & Safety, and an ability to apply them to work practice
- Must be able to sell and meet required sales targets
- Initiative, drive and passion
- Ability to work cooperatively as part of a small team
- Advanced Computer literacy – PC/mobile devices
- Geographical understanding of Southern Queensland
- Eligibility to hold an Aviation Security Identification Card and pass an Australian Federal Police Check
- Present a corporate image at all times with physical fitness to allow for manual lifting
- Small events coordination
- Professional attitude when dealing with Volunteer Ambassadors
- Microsoft Office experience: Word, Excel, Power Point, Publisher, Access

##### **Desirable**

*(Non-  
Essential)*

- Drivers License
- A second language
- Previous experience in the travel and/or hospitality industry
- Experience working with volunteers
- Knowledge of the [Brisbane Airport Ambassador Program](#)

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