

WE ARE HIRING

Join Our Team



Departures



Arrivals

CUSTOMER EXPERIENCE MANAGER

For more information, visit our website at

ABOUT THE OPPORTUNITY

Position: Customer Experience Manager

Location: South Africa

Position Type: Full-time, Senior Management

Department: Terminal Operations

Reporting To: Airport Operations Director

Closing Date: 29 August 2025

- Shape the Future of African Air Travel
- As the Airport transforms into a Category 5 international hub, we seek an innovative Customer Experience Manager to redefine passenger journeys for our 500 thousand+ annual travelers.
- This pivotal role will design and implement Africa's most advanced airport experience framework during our R650 million infrastructure upgrade.

Send your CV and portfolio to:

✉ careers@africaskyairportsgroup.com

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🌐 www.africaskyairportsgroup.com

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KEY RESPONSIBILITIES

- 1. Customer Experience Strategy Development
- Create and execute a Category 5 Customer Experience Blueprint
- Implement end-to-end passenger journey mapping across all touchpoints
- Develop service excellence standards aligned with Skytrax 4-star requirements
- 2. Digital Transformation & Innovation
- Lead implementation of:
 - Biometric boarding systems
 - Mobile journey apps
 - AI-powered customer service bots
 - Design contactless travel experiences for travel

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KEY RESPONSIBILITIES

- 3. Service Quality Management
- Establish and monitor 100+ CX KPIs across all passenger processes
- Conduct mystery shopping and service audits
- Implement real-time feedback systems with 15-minute response SLA
- 4. Staff Training & Culture Development
- Design and deliver CX training programs for 150+ frontline staff
- Create service recovery protocols for disruption management
- Foster a customer-centric culture across all departments
- 5. Accessibility & Inclusion Leadership
- Develop Africa's most accessible airport experience
- Implement universal design principles across all facilities
- Train staff in DEI service delivery

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- Education & Certification:
 - Bachelor's/Master's in Customer Experience, Hospitality or Service Design
 - CCXP (Certified Customer Experience Professional) preferred
- Experience:
 - 8+ years in CX leadership (aviation, hospitality or retail)
 - Proven success in:
 - Improving NPS by 20+ points
 - Implementing digital CX solutions
 - Managing large-scale service transformations

DESIRED SKILLS

- Skills & Competencies:
 - Mastery of CX software (Medallia, Qualtrics, etc.)
 - Data analytics for customer insights
 - Service design thinking methodologies

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WHY JOIN US?

- Architect CX for South Africa's newest international gateway
- R15M annual budget for CX innovations
- Direct impact on national tourism reputation
- Global networking with IATA CX leaders

HOW TO APPLY

- Interested candidates should submit their CV, cover letter, and relevant certifications to (careers@africaskyairportsgroup.com) with the subject line (**"Customer Experience Manager Application"**)
- Application Deadline: **29 August 2025**
- Join us in redefining excellence in aviation!
- Africa Sky Airports Group is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

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