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HRING

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ABOUT THE OPPERTUNITY

PASSENGER SERVICES SUPERVISOR

Position: Passenger Services Supervisor

Location: South Africa

Position Type: Full-time, Supervisory Department: Terminal Operations

Reporting To: Passenger Services Manager

Closing Date: 29 August 2025

- Shape Exceptional Passenger Experiences at Our New Category 5 Hub
- · As the Airport undergoes its transformation to a Category 5 international airport, we seek an experienced Passenger Services Supervisor to lead our frontline team in delivering world-class service to 500 thousand+ annual passengers.
- This pivotal role will be instrumental in establishing new service standards during our R650 million terminal expansion.

← ♠ Airport Terminal
↑ ♠ Buses / International B

Send your CV and portfolio to:

careers@africaskyairportsgroup.com

For more information, visit our website

www.africaskyairportsgroup.com



PASSENGER SERVICES SUPERVISOR

KEY RESPONSIBILITIES

- <u>1. Team Leadership & Development</u>
- Supervise a team of 30+ passenger service agents across all terminals
- · Conduct daily briefings and implement Category 5 service protocols
- Develop and deliver monthly training programs focusing on:
- International passenger handling
- Disability awareness
- Crisis communication
- <u>2. Operational Excellence</u>
- · Oversee all passenger touchpoints including:
- Information desks
- Wayfinding assistance
- Special needs support
- Flight disruption management
- Maintain 95%+ service level compliance across all KPIs
- Implement real-time queue management systems

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PASSENGER SERVICES
SUPERVISOR

KEY RESPONSIBILITIES

- 3. Service Innovation
- Pilot digital assistance tools (tablet-based services, translation apps)
- Design and test new passenger flow solutions for expanded terminal
- Contribute to Skytrax 4-star certification initiatives
- <u>4. Crisis & Disruption Management</u>
- Serve as incident commander for passenger-related disruptions
- Activate and manage IROP (Irregular Operations) protocols
- · Coordinate with airlines during flight cancellations/delays
- <u>5. Quality Assurance</u>
- Conduct daily service quality audits
- Analyze passenger feedback to identify improvement areas
- Maintain service recovery toolkit for complaint resolution

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PASSENGER SERVICES SUPERVISOR

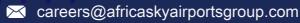
QUALIFICATIONS & EXPERENCE

- Education & Certification:
- National Diploma/Degree in Hospitality, Tourism or related field
- IATA Airport Passenger Services certification (preferred)
- Experience:
- 5+ years in passenger-facing airport roles
- 2+ years in supervisory position (aviation/hospitality)
- Proven experience with:
 - International passenger handling
 - Service quality programs
 - Team performance management

DESIRED SKILLS

- Advanced knowledge of:
- Airport systems (DCS, CUTE)
- Microsoft Office Suite
- Customer service analytics tools
- Fluency in English + 1 other South African official language

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PASSENGER SERVICES
SUPERVISOR

WHY JOIN US?

- Lead service transformation at South Africa's newest regional gateway
- R100,000 annual training budget for your team
- Career path to Passenger Services Manager
- Work with cutting-edge passenger flow technologies

HOW TO APPLY

- Interested candidates should submit their CV, cover letter, and relevant certifications to (careers@africaskyairportsgroup.com)with the subject line ("Passenger Services Supervisor 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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