

# WE ARE HIRING

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Departures



Arrivals

← Airport Terminal  
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## PASSENGER SERVICES SUPERVISOR

For more information, visit our website

## ABOUT THE OPPORTUNITY

**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.

**Send your CV and portfolio to:**

✉ [careers@africaskyairportsgroup.com](mailto:careers@africaskyairportsgroup.com)

**For more information, visit our website**



[www.africaskyairportsgroup.com](http://www.africaskyairportsgroup.com)

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## PASSENGER SERVICES SUPERVISOR

## KEY RESPONSIBILITIES

- 1. Team Leadership & Development
- 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
- 2. Operational Excellence
- 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
- 4. Crisis & Disruption Management
- Serve as incident commander for passenger-related disruptions
- Activate and manage IROP (Irregular Operations) protocols
- Coordinate with airlines during flight cancellations/delays
- 5. Quality Assurance
- 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 & EXPERIENCE

- 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](mailto: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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