

# WE ARE HIRING

Join Our Team



Departures



Arrivals

## LOST & FOUND COORDINATOR

For more information, visit our web at

## ABOUT THE OPPORTUNITY

**Position: Lost and Found Coordinator**

**Location: South Africa**

**Position Type: Full-time, Operations Specialist**

**Department: Terminal Operations**

**Reporting To: Passenger Services Manager**

**Closing Date: 29 August 2025**

- As the Airport prepares for its transformation to a Category 5 international airport, we seek a meticulous and customer-focused Lost & Found Coordinator to establish and manage a world-class lost property system for our expanding facility.
- This critical role will implement new processes to handle 100% more passenger traffic while maintaining industry-leading recovery rates.

Send your CV and portfolio to:

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

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## LOST & FOUND COORDINATOR

## KEY RESPONSIBILITIES

- 1. Lost Property System Management
- Design and implement a Category 5 Lost & Found operation to handle 500+ monthly items
- Establish digital tracking systems for all lost property (barcoding/RFID tagging)
- Maintain 98% accuracy in item cataloging and storage
- 2. Passenger Recovery Services
- Process 100+ daily inquiries via multiple channels (in-person, online, phone)
- Achieve 40% same-day reunification rate for lost items
- Implement automated notification systems for found items
- 3. Regulatory Compliance & Security
- Ensure all processes comply with:
- SACAA security regulations
- Data protection laws
- Coordinate with **AVSEC teams** for suspicious items
- Manage **hazardous/sensitive items** protocol

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## LOST & FOUND COORDINATOR

## KEY RESPONSIBILITIES

- 4. Stakeholder Coordination
- Liaise with:
  - Airlines (misplaced luggage)
  - Cleaning contractors
  - Retail tenants
  - Law enforcement
- 5. Continuous Improvement
- Analyze loss patterns to recommend preventative measures
- Implement passenger education initiatives
- Reduce unclaimed items by 25% annually

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## LOST & FOUND COORDINATOR

## QUALIFICATIONS & EXPERIENCE

- Education & Experience:
- Matric certificate (minimum)
- 3+ years in lost property, customer service, or inventory management
- Experience with database systems (CRM or asset tracking software)
- Preferred Qualifications:
- Certification in inventory management
- Aviation industry experience
- Multilingual capabilities

## DESIRED SKILLS

- Exceptional organizational skills
- High attention to detail
- Strong problem-solving ability
- Excellent communication skills in English + 1 other SA official language

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## LOST & FOUND COORDINATOR

## WHY JOIN US?

- Be part of South Africa's newest international hub
- Work with state-of-the-art tracking technology
- R50,000 annual budget for system upgrades
- Opportunities for career growth in passenger services

## 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 ('**Lost and Found Coordinator 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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