

Job Title: Customer Relations/ Customer Experience/Customer Service/CRC
Company: LIAT (2020) Limited
Location: Antigua and Barbuda

About LIAT2020: LIAT (2020) Limited is an innovative and dynamic start-up airline on a mission to connect the sub region with the rest of the world, disrupting the regional aviation industry by providing affordable and efficient travel solutions. Committed to delivering a seamless and exceptional flying experience, we prioritize sustainability and profitability. As we embark on this exciting journey, we are seeking team-oriented, and customer-focused Customer Relations/Customer Experience/Customer Service/CRCs to join our team.

Our Company Culture:

Recognising that our employees have choices, we place a strong emphasis on creating and maintaining a positive working culture. Our company thrives on a friendly and informal work environment where everyone, regardless of their position, is treated with respect and consideration. As Customer Relations/ Customer Experience/Customer Service/CRC you will play a crucial role in supporting this positive work environment.

Position Overview: LIAT (2020) Limited is seeking team-oriented and customer-focused Customer Experience/Customer Relations/Customer Service/ CRCs to join our team. The Customer Experience/Customer Relations/Customer Service/ CRC will maintain positive customer relationships, ensuring that customer concerns are addressed promptly and professionally; Comply with the procedures, instructions and guidelines stipulated in the Company's General Operations Manual Volume 1, Customer Service Manual and Human Resources Manual.

Key Responsibilities:

1. Customer Interaction

- Act as the primary point of contact for internal and external customers who have inquiries, complaints, or feedback related to their travel experiences with the airline.
- Proactively inform customers about potential issues or delays, managing expectations and minimizing dissatisfaction.
- Maintain open and timely communication with customers, keeping them informed about the status of their inquiries or complaints.

2. Issue Resolution

- Receive, investigate, and resolve customer complaints and issues, working to find satisfactory solutions and ensure a positive customer experience.

3. Feedback Analysis

- Gather customer feedback, including compliments and complaints, and analyze this data to identify trends and areas for improvement.

- Analyze customer feedback data to identify recurring issues or patterns and provide recommendations to address root causes.

4. Operational Impact Assessment

- Evaluate the operational impact of customer-related issues and collaborate with other OCC departments to address issues efficiently and minimize disruptions.

5. Teamwork

- Collaborate with other OCC teams, such as Flight Dispatch, Crew Scheduling, and Technical Operations, to coordinate responses to customer-related issues that affect operational decisions.
- Act as a bridge between customer relations and other OCC departments to ensure alignment in addressing customer concerns and operational decisions.

6. Regulatory Compliance

- Ensure that responses to customer concerns are in compliance with aviation regulations and company policies.

7. Emergency Response/Crisis Management

- In cases of in-flight emergencies or operational disruptions, coordinate with the OCC to address customer concerns, provide support, and manage passenger expectations.
- Play a role in managing customer relations during crisis situations, such as severe weather events or security incidents.

8. Service Recovery

- Develop and implement service recovery programs to address customer concerns and rebuild trust after negative experiences.

9. Customer Education

- Educate customers about airline policies, procedures, and expectations to reduce misunderstandings and potential issues.

10. Training and Development

- Participate in ongoing training and professional development to stay updated with customer service best practices and airline-specific policies.

Perform such other duties as may be reasonably required by the S-OCC as commensurate with the position.

Benefits:

- Competitive remuneration package.
- Opportunity to shape the strategic future of a revamped regional start-up airline.
- Exciting, collaborative, and innovative work environment.

Note:

This is a description of the job as it is presently constituted. In order to support the company's efforts to attract and retain the ideal incumbent to perform the duties, it is normal practice to periodically review job descriptions for current and accurate relevancy, as jobs change over time and job descriptions need to be reflective of these changes. The review process is a collaborative effort involving the position supervisor and the employee performing the job. You are therefore expected to participate fully in such discussions. In all cases, it is LIAT20's aims to reach agreement on reasonable changes, but where it is not possible to reach agreement LIAT20 reserves the right to make reasonable changes to your job descriptions which are commensurate with the company's objectives and your grade after consultation with you.