

Customer Service Agent (Cargo) – H07-I at Kenya Airways

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Job Description

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Kenya Airways, the leading African airline flying to more African destinations than any other carrier, takes pride in being at the forefront of connecting Africa to the world and the World to Africa through its hub Nairobi Jomo Kenyatta International Airport.

Summary

The ideal candidate will ensure efficient and effective cargo handling while adhering to our KQ Standard Operating Procedures (CHM), Standard Operating Models (SOMs) and KQ Way practices in compliance with regulatory requirements, Industry best practices, SLAs and customer expectations.

Responsibilities

Principal Accountabilities (Responsibility)

To consistently deliver cargo handling services in accordance with customer airline SLA's and customer expectations.

To deliver cost effective service to meet agreed customer airline SLA's.

Understand and apply all identified and applicable risk control measures. Assist with identification of hazards within operations/work areas and report to Duty Controller.

Adhere to a healthy, safe and secure working environment in compliance with relevant legislative, regulatory, company procedures and requirements of customer airlines.

Adhere to conformity with all regulatory requirements, organization standards and local procedures as well as requirements of customer airlines.

To prepare and report accurately flight details on a timely basis, to enable cost effective service delivery and revenue management.

To identify and report incidents, accidents and atleast one near miss/hazard per month.

To ensure you are current on all mandatory and functional trainings at any given time.

To ensure accuracy in the information passed to the customer and internal stakeholders.

To ensure you are in the right PPE while on duty and embrace a positive safety culture.

Observe any other safety measures as stipulated in the company safety policy.

Compile export/import flight trip file, physical filing and archiving.

To ensure accuracy in the information passed to the customer and internal stakeholders.

To attend team meetings and adhere to 5S rules in workplace.

To report and close irregularities within 2hrs, else escalate to your team leader.

Job Requirements

Qualification (Minimum)

Certificate in Cargo Handling Course OR relevant diploma course.

KCSE C Plain.

Relevant Internship Experience in Airline Cargo Handling environment.

Minimum 1 year experience delivering customer service in a demanding client environment.

Additional Details

Other Skills

Communication/interpersonal skills.

Computer literate.

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