



## **JOB DESCRIPTION**

### **JOB TITLE**

Seasonal Passenger Handling Assistant, multirole including check-in, passenger handling & reservations

### **REPORTING TO**

Fire Service Manager, Penzance Heliport

### **LOCATION**

St Mary's Airport, Isles of Scilly

### **CONTRACT**

Seasonal – potentially full time

### **PURPOSE OF ROLE:**

To maintain excellent customer service and relationships with our passengers.  
The individual must be flexible on the daily tasks in hand.  
Be part of a safe working environment.

### **DUTIES AND RESPONSIBILITIES:**

- Ensure the safe handling of passengers, crew and aircraft.
- Undergo Penzance Helicopters' specific training package to become qualified in operating safely within St Mary's Airport Aerodrome.
- Work in conjunction with St Mary's aerodrome licensing and operating procedures.
- Undergo Check-in and baggage handling training.
- Remain at a level of fitness which enables you to carry out all duties which may include Baggage Handling.
- To undertake other tasks as reasonably required by the company, (reservations).
- Understand that this role entails staff operating in a noisy environment within close proximity of an aircraft directing passengers on and off a running aircraft.

### **TRAINING AND DEVELOPMENT:**

- Maintain your knowledge of the company's portfolio of services and procedures.
- Become/Remain competent in all aspects within your role to carry out any given task at any given time.

**Ideal Candidate:**

- Build positive relationships with customers and suppliers to maintain their loyalty to our service.
- Work closely with all internal teams, promoting good relations and teamwork.
- At all times work in a way that demonstrates the Company's business methods of being open and honest, easy to do business with and providing excellence in all our services.
- Always communicate fully any situation that may affect the ability of your team to achieve targets.
- Maintain high standards in terms of personal appearance, conduct and respect for company property.
- You may on occasion be required to carry out duties of a different nature either in addition to or instead of, your normal duties. You will not be assigned duties or asked to perform services that it is believed are unreasonable or you cannot reasonably perform, or which are inconsistent with the position you hold.

**SALARY**

Competitive Hourly rate and staff discounted travel package

**CLOSING DATE**

The closing date for all applications is: 09/05/2022

**CONTACT/ENQUIRIES**

01736 780828

**TO APPLY**

Please email a covering letter and your CV to:

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