

SKILLS FRAMEWORK FOR AIR TRANSPORT SKILLS MAP – CUSTOMER SERVICES AGENT				
Sector	Air Transport			
Sub-Sector	Airport			
Track	Passenger Services			
Occupation	Passenger Services Clerical Support			
Job Role	Customer Services Agent			
Job Role Description	<p>The Customer Services Agent provides assistance to customers at check-in counters. He/She ensures that passengers' details match the information on travel documents and handles customer issues regarding flight operations and automated check-in systems. To maintain a safe working environment, he complies with all safety and/or security standards and reports safety and/or security breaches to officers and supervisors.</p> <p>The Customer Services Agent demonstrates professional behaviour when responding to passenger complaints and acts as a service ambassador for the organisation. He works in shifts to accommodate round-the-clock flight arrivals and departures. He is physically strong to assist passengers with lifting of their baggage. Furthermore, he is service-oriented, possesses good communication skills as well as handles passengers with special needs in an appropriate manner.</p>			
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks		
	Provide quality customer services	Service customers at the check-in counters		
		Verify passengers' identities at the gates		
		Verify information on travel documents, passports and/or visas		
		Provide support to special needs customers		
		Handle customer issues regarding irregular flight operations		
		Process customer documentation		
	Uphold safety and/or security standards	Handle customer issues regarding automated check-in systems		
Interpret and follow individual safety and/or security standards in the workplace				
		Identify and report breaches of safety and/or security standards in the workplace		
Skills & Competencies	Technical Skills & Competencies		Generic Skills & Competencies (Top 5)	
	Accident and Incident Response Management	Level 1	Communication	Basic
	Baggage Lost and Found Operations	Level 1	Service Orientation	Basic
	Baggage Services Management	Level 2	Interpersonal Skills	Basic

	Behavioural Analysis and Predictive Screening	Level 1	Computational Thinking	Basic
	Change Management	Level 1	Digital Literacy	Basic
	Customer and Passenger Handling and Care	Level 2		
	Customer Service Delivery	Level 1		
	Dangerous Goods Management	Level 1		
	Flight Check-In Operations	Level 2		
	Ground Handling Services and Operations Management	Level 1		
	Hazard and Risk Control and Policy Management	Level 2		
	Human Factors Management	Level 2		
	Inclement Weather Operations and Planning	Level 1		
	Innovation Management	Level 2		
	International Air Transport Association Safety Audit for Ground Operations Implementation	Level 1		
	Internet of Things Application	Level 2		
	Learning and Development	Level 1		
	Process Improvement and Optimisation	Level 2		
	Service Branding and Coaching	Level 2		
	Stakeholder Management	Level 1		
	Technology Application	Level 1		
Programme Listing	For a list of Training Programmes available for the Air Transport sector, please visit: www.skillsfuture.sg/skills-framework/air-transport			

The information contained in this document serves as a guide.