

SKILLS FRAMEWORK FOR AIR TRANSPORT SKILLS MAP – CUSTOMER SERVICES OFFICER				
<b>Sector</b>	Air Transport			
<b>Sub-Sector</b>	Airport			
<b>Track</b>	Passenger Services			
<b>Occupation</b>	Passenger Services Clerical Support			
<b>Job Role</b>	Customer Services Officer			
<b>Job Role Description</b>	<p>The Customer Services Officer is responsible for the management of customer requests and for providing assistance to customers at first-class and premium check-in counters. He/She manages flight requests, verifies travel documents and works with other departments to resolve customer issues. To maintain a safe working environment, he ensures his team adheres to all safety and/or security standards and escalates safety breaches to supervisors and authorities.</p> <p>The Customer Services Officer 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 and is physically strong to assist passengers with lifting of their baggage. Moreover, he is detail-oriented, possesses excellent customer service and communication skills and handles passengers with special needs effectively.</p>			
<b>Critical Work Functions and Key Tasks</b>	<b>Critical Work Functions</b>	<b>Key Tasks</b>		
	Provide quality customer services	Manage and control flight requests such as seat selections and meal arrangements		
		Service customers at the first-class and premium check-in counters		
		Ensure all travel documents, passports and/or visas comply with verification requirements		
		Manage and control discrepancies at the gates		
		Handle complex customer requests		
		Handle complex customer issues regarding irregular flight operations		
		Generate finalised passenger manifests		
	Uphold safety and/or security standards	Resolve complex service requests regarding automated check-in systems		
		Interpret and follow safety and/or security standards for teams in the workplace		
Influence organisational development	Escalate reports of breaches in safety and/or security standards to relevant authorities			
	Provide on-the-job training to team members on day-to-day tasks			
<b>Skills &amp; Competencies</b>	<b>Technical Skills &amp; Competencies</b>		<b>Generic Skills &amp; Competencies (Top 5)</b>	
	Accident and Incident Response Management	Level 2	Communication	Basic

	Baggage Lost and Found Operations	Level 2	Service Orientation	Intermediate		
	Baggage Services Management	Level 2	Interpersonal Skills	Basic		
	Behavioural Analysis and Predictive Screening	Level 2	Computational Thinking	Intermediate		
	Change Management	Level 2	Digital Literacy	Basic		
	Customer and Passenger Handling and Care	Level 2				
	Customer Service Delivery	Level 2				
	Dangerous Goods Management	Level 2				
	Flight Check-In Operations	Level 3				
	Ground Handling Services and Operations Management	Level 2				
	Hazard and Risk Control and Policy Management	Level 3				
	Human Factors Management	Level 2				
	Inclement Weather Operations and Planning	Level 2				
	Innovation Management	Level 2				
	International Air Transport Association Safety Audit for Ground Operations Implementation	Level 2				
	Internet of Things Application	Level 2				
	Learning and Development	Level 2				
	Process Improvement and Optimisation	Level 2				
	Service Branding and Coaching	Level 2				
	Stakeholder Management	Level 2				
	Technology Application	Level 2				
<b>Programme Listing</b>	For a list of Training Programmes available for the Air Transport sector, please visit: <a href="http://www.skillsfuture.sg/skills-framework/air-transport">www.skillsfuture.sg/skills-framework/air-transport</a>					

The information contained in this document serves as a guide.