

SKILLS FRAMEWORK FOR AIR TRANSPORT SKILLS MAP – CUSTOMER SERVICES OFFICER (CALL CENTRE)/ CUSTOMER SERVICES OFFICER (RESERVATIONS & TICKETING)/ PASSENGER RELATIONS OFFICER				
Sector	Air Transport			
Sub-Sector	Airline			
Track	Customer Services			
Occupation	Customer Services Clerical Support			
Job Role	Customer Services Officer (Call Centre)/Customer Services Officer (Reservations & Ticketing)/Passenger Relations Officer			
Job Role Description	<p>The Customer Services Officer (Call Centre)/Customer Services Officer (Reservations & Ticketing)/Passenger Relations Officer is responsible for providing assistance to customers by addressing their queries and requests. He/She advises customers on appropriate products and services based on their needs. He is responsible for the preparation of customer documentation. In the case of complex customer requests, he escalates them to senior officers. He is able to abide by safety and/or security standards in the workplace.</p> <p>The Customer Services Officer (Call Centre)/Customer Services Officer (Reservations & Ticketing)/Passenger Relations Officer pays strong attention to details to verify and process documentation. He also shows initiative and quick decision-making skills to provide excellent personalised customer services and support. He is comfortable with various stakeholder interactions whilst working in shifts and possesses adequate computer literacy to process customer documentation.</p>			
Critical Work Functions and Key Tasks	Critical Work Functions	Provide quality customer services	Key Tasks	
			Provide advice to customers on appropriate products and services to meet their needs	
	Respond to customer enquiries			
	Assist premium customers at service lounges			
	Escalate complex customer requests			
	Uphold safety and/or security standards	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)	
	Airline Marketing	Level 1	Communication	Basic
	Airline Operations Management	Level 2	Service Orientation	Basic
	Airport Operations Management	Level 1	Digital Literacy	Basic
	Call Centre Management	Level 1	Interpersonal Skills	Basic

	Change Management	Level 1	Problem Solving	Basic
	Customer and Passenger Handling and Care	Level 2		
	Customer Relationship Management	Level 2		
	Customer Service Delivery	Level 1		
	Human Factors Management	Level 1		
	Learning and Development	Level 1		
	Market Research	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.