

Airport Customer Service Job Description

A comprehensive job description template
for Australian airport and aviation businesses

Business Name: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This template is provided for general informational purposes only and does not constitute legal advice. It is designed to reflect Australian workplace standards and aviation industry practices at the time of publication. You should review and tailor this template to suit your business, airport type, applicable modern award and specific requirements. For complex situations, independent legal or HR advice should be sought. RosterElf Pty Ltd accepts no liability for any loss arising from reliance on this document.

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1. Position Overview

1.1 Position Title

Airport Customer Service Agent / Check-in Agent / Passenger Services Agent

1.2 Position Summary

The Airport Customer Service Agent is responsible for providing exceptional passenger service at airport check-in counters, gates and information desks. This role involves passenger check-in processing, boarding assistance, flight information provision and ensuring a smooth, pleasant airport experience for all travellers while maintaining strict adherence to security and safety regulations.

The position requires excellent customer service skills, computer proficiency with airline systems, attention to detail in processing passenger documentation, and the ability to remain calm and professional in a fast-paced, high-pressure environment. Airport Customer Service Agents represent the airline or airport as the primary point of contact for passengers.

1.3 Reporting Structure

This position reports to:

- Customer Service Supervisor / Team Leader
- Airport Operations Manager
- Shift Coordinator

1.4 Employment Type

This position is available as:

- Casual (on-call basis for varied flight schedules)
- Part-time (regular rostered shifts)
- Full-time (38 hours per week)

2. Key Responsibilities

2.1 Passenger Check-in

- Process passenger check-in using airline departure control systems
- Verify passenger identification, travel documents and visa requirements
- Issue boarding passes and luggage tags
- Process seat allocations and seating requests
- Weigh, tag and accept checked baggage according to airline policies
- Calculate and collect excess baggage fees when required
- Provide flight information including gate numbers, boarding times and connections

2.2 Boarding Assistance

- Coordinate and manage boarding process at departure gates
- Make boarding announcements and provide gate information
- Check boarding passes and verify passenger identity
- Manage priority boarding for families, elderly and premium passengers
- Resolve seating issues and boarding concerns
- Coordinate with flight crew regarding passenger numbers and requirements
- Ensure on-time departure through efficient boarding procedures

2.3 Flight Information

- Provide accurate information about flight schedules, delays and cancellations
- Advise passengers of gate changes and time-sensitive information
- Assist passengers with connection information and tight connections
- Explain airline policies regarding check-in times, baggage and carry-on
- Provide terminal and airport facility information
- Communicate service disruptions clearly and professionally

2.4 Luggage Enquiries

- Handle baggage enquiries and delayed baggage reports
- Process claims for damaged, lost or missing luggage
- Coordinate with baggage services team for resolution
- Provide tracking information for delayed baggage
- Explain baggage allowances and restrictions
- Assist with identification and collection of unclaimed items

2.5 Special Assistance

- Arrange wheelchair assistance and mobility support for passengers
- Coordinate unaccompanied minor services
- Assist passengers with special needs or medical requirements
- Arrange meet and assist services
- Process requests for special meals and travel requirements
- Liaise with relevant airport services for passenger support

2.6 Gate Management

- Monitor passenger flow and boarding progress
- Manage standby passengers and waitlist situations
- Process involuntary denied boarding when flights are oversold

- Coordinate late-arriving passengers
- Verify flight loads and passenger counts
- Complete gate documentation and departure reports

2.7 Customer Service and Problem Resolution

- Handle passenger complaints and concerns professionally
- Provide solutions for travel disruptions including rebooking
- Process ticket changes, upgrades and refunds
- Manage difficult situations calmly and diplomatically
- Escalate complex issues to supervisors when necessary
- Maintain composure during irregular operations and delays

3. Required Skills and Attributes

3.1 Essential Skills

Customer Service Excellence

Outstanding interpersonal skills and passenger-focused service mentality. Ability to remain friendly and helpful under pressure. Professional demeanour even during challenging situations. Empathy and patience with diverse travellers. Commitment to creating positive passenger experiences.

Computer Proficiency

Strong computer skills and ability to learn airline reservation systems (Amadeus, Sabre, etc.). Fast and accurate keyboard skills. Comfortable working with multiple systems simultaneously. Problem-solving with technology. Quick learner for new software systems.

Communication

Clear, professional verbal communication. Ability to make public announcements confidently. Strong written communication for documentation. Active listening skills. Ability to explain complex policies simply. Professional telephone manner.

Problem-Solving

Quick thinking to resolve passenger issues efficiently. Creative problem-solving for travel disruptions. Sound judgement in making decisions. Ability to prioritise multiple demands. Resourcefulness in finding solutions.

Professional Presentation

Immaculate grooming and professional appearance. Well-presented in uniform at all times. Professional body language and deportment. Positive, friendly demeanour. Representation of airline/airport brand values.

Attention to Detail

Accuracy in checking travel documents and passenger details. Careful verification of baggage tags and boarding passes. Precise data entry in computer systems. Thorough approach to security and safety checks. Quality control mindset.

3.2 Personal Attributes

- Professional, polished presentation and conduct

- Calm and composed under pressure
- Flexible and adaptable to changing situations
- Reliable and punctual (critical for shift work)
- Team player with collaborative approach
- Positive attitude and professional demeanour
- Cultural awareness and sensitivity
- Strong work ethic and commitment to service
- Excellent time management skills
- Ability to work independently and as part of a team

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Eligibility to work in Australia (citizenship, permanent residency or valid work visa)
- Aviation Security Identification Card (ASIC) clearance capability
- Police check / criminal history check with satisfactory outcome
- Ability to work a 24/7 rotating roster including nights, weekends and public holidays
- Strong computer literacy and typing skills
- Professional presentation and excellent grooming standards

4.2 Desirable Qualifications

- Certificate III in Aviation (Customer Service) or similar
- Previous airport or airline customer service experience
- Experience with airline reservation systems (Amadeus, Sabre, Altea, etc.)
- Customer service qualifications or training
- Multiple language skills (particularly Asian languages)
- Travel industry knowledge
- First aid certificate

4.3 Experience

Previous customer service experience in fast-paced environments is highly valued. Airport, airline or travel industry experience is preferred. Experience with computer systems, problem-solving and working under pressure is important. Entry-level candidates with exceptional presentation, communication skills and customer service focus will be considered. Full training in airline systems, procedures and regulations will be provided.

5. Working Conditions

5.1 Hours of Work

- 24/7 rotating roster including day, evening and overnight shifts
- Early morning shifts from 3:00-4:00am for first departures
- Late shifts finishing after midnight
- Weekend and public holiday roster requirements
- Shift lengths typically 8-10 hours
- Roster changes possible due to operational requirements

5.2 Physical Requirements

- Standing for extended periods at check-in counters and gates
- Walking significant distances throughout the terminal
- Lifting and moving luggage (up to 15-20kg)
- Repetitive hand and wrist movements for computer work
- Physical stamina for long shifts
- Ability to work in all areas of the terminal

5.3 Work Environment

- Airport terminal environment with air conditioning
- Fast-paced, time-sensitive operations
- High noise levels from announcements and passengers
- Interaction with diverse passengers from many countries
- Occasional stressful situations with delayed or disrupted flights
- Security-controlled areas requiring ASIC clearance

5.4 Uniform and Presentation

- Airline or airport uniform provided and must be worn at all times
- Immaculate personal grooming and professional appearance required
- Hair neatly styled and conservative colour
- Minimal jewellery and professional makeup (if worn)
- Closed-toe professional shoes required
- Name badge and ASIC displayed at all times

6. Award Information

6.1 Modern Award Coverage

This position is typically covered by the Airport Employees Award 2020 (MA000048). The award sets minimum pay rates, penalty rates, allowances and conditions for employees working at airports including customer service agents, check-in staff and passenger service roles.

6.2 Classification Level

Airport Customer Service Agents are generally classified under the award as:

- Level 1: Entry-level customer service agent with limited experience
- Level 2: Experienced customer service agent with demonstrated competency
- Level 3: Senior agent with additional responsibilities, training duties or specialised skills

The specific classification level will be determined based on qualifications, experience and the scope of duties performed.

6.3 Penalty Rates and Allowances

Employees are entitled to penalty rates for work performed:

- Saturday: Higher rates apply (varies by employment type)
- Sunday: Premium rate applies
- Public holidays: Premium rate applies
- Night shift: Additional penalties for overnight work
- Early morning: Additional penalties for early starts

Casual employees receive a 25% casual loading instead of paid leave entitlements. Refer to the Airport Employees Award for current rates and conditions.

7. Expected Behaviours

7.1 Professional Conduct

- Maintain the highest standards of professional presentation and conduct
- Treat all passengers with respect, courtesy and dignity
- Maintain confidentiality regarding passenger information
- Follow all aviation security regulations and company policies
- Represent the airline/airport brand positively at all times
- Report for duty punctually and in full uniform

7.2 Service Excellence

- Provide exceptional service to every passenger
- Go above and beyond to assist passengers with their needs
- Remain calm, patient and professional during disruptions
- Handle complaints with empathy and seek positive resolutions
- Anticipate passenger needs and provide proactive assistance
- Create memorable positive experiences for travellers

7.3 Safety and Security

- Prioritise passenger safety and security in all situations
- Follow all aviation security procedures without exception
- Verify passenger identification and travel documents carefully
- Report security concerns immediately to appropriate authorities
- Comply with dangerous goods regulations
- Maintain vigilance for suspicious behaviour or items

7.4 Teamwork and Communication

- Work cooperatively with colleagues, supervisors and flight crews
- Communicate clearly regarding passenger issues and operational matters
- Support team members during busy periods and irregular operations
- Share information about delays, disruptions and passenger concerns
- Accept feedback positively and implement improvements
- Participate actively in briefings, meetings and training

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV outlining customer service experience
- Cover letter describing suitability, presentation and availability
- Professional photograph (head and shoulders)
- Copies of relevant certificates and qualifications
- Contact details for two professional referees

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial interview to assess customer service skills and presentation
- Computer and typing skills assessment
- Assessment centre or group activities (for some positions)
- Police check and ASIC application processing
- Reference checks with previous employers

8.3 Equal Opportunity

We are an equal opportunity employer and welcome applications from all qualified candidates regardless of age, gender, cultural background, disability or other characteristics protected by law.

Position Acknowledgement

I have read and understood this job description. I understand that my duties may be varied from time to time to meet the operational needs of the business.

Employee Name: _____

Employee Signature: _____

Date: ____ / ____ / ____

For Manager Use Only

Manager Name: _____

Manager Signature: _____

Date: ____ / ____ / ____