

Qatar Executive - Fixed Base Ops Customer Service Representative

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Company: Tanqeeb

Location: Qatar

Category: other-general

In this role, the staff works as part of a small team and responsible for providing the highest level of services to all the customers in response to their requests, provide lounge services, ensure work efficiency in ramp and baggage areas. Other key responsibilities are:

Liaising with customers and their representatives in an extraordinary manner to ensure premium first-class service.

Provide Lounge services to passengers, crew and representatives.

Liaising with Ground handling team (General Aviation) to ensure a seamless operation.

Responsible for ensuring the aircraft has received all services requested.

Organize baggage screening and processing with Porters.

Liaise with MOI and Security to ensure safe, effective and secure processing of VIP passengers.

Ensuring all areas of the FBO are safe, organized and of an exceptional standard.

Adhere to Ramp Safety whilst performing duties airside.

Answering telephones and emails as required.

Co-ordinate with all concerned senior on duty inside and outside the organization in case of any emergency.

Perform other responsibilities as advised by the management.

Be part of an extraordinary story Your skills. Your imagination. Your ambition. Here, there are no boundaries to your potential and the impact you can make. You'll find infinite opportunities to grow and work on the biggest, most rewarding challenges that will build your skills and experience. You have the chance to be a part of our future and build the life you want while being part of an international community. Our best is here and still to come. To us, impossible is only a challenge. Join us as we dare to achieve what's never been done before. Together, everything is possible.

Qualifications

We are looking for a passionate and experienced professional with:

Relevant Vocational, Tertiary or Trade qualification

3 years relevant experience

Experience of working in an aviation environment

How to Apply If you are interested to submit your application and feel you are a good fit for this role, please complete our application form and upload your CV for our review and consideration. **Application Guidelines** Employees must submit applications through internal vacancies portal (via GEMS) only. Please see below for all eligibility and requirements for internal applications and please note that any applications not meeting the criteria will not be processed. · All internal candidates can only have three active applications at any point in time. · All internal candidates must have completed a minimum 10 months in their current role in order to apply for a new role · All internal candidates with an active final warning letter will be automatically disqualified from the recruitment process If you are Cabin Crew or Deck Crew (Qatar Airways & Qatar Executive) candidate, you would require NOC to apply for this role #J--Ljbfrr

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