



CUSTOMER SERVICE AMBASSADOR OPERATIONS DEPARTMENT

JOB SUMMARY - The holder of this post has responsibility for managing The Bahamas Customs baggage process, queue management in the check in halls and in the FIS/USCBP. He/she will be required to assist with BIWIS scanning when necessary. The Ambassador assists with passenger queries and is always required to demonstrate a high level of customer service and interact in a professional manner with passengers. He/she will be required to conduct troubleshooting to resolve minor technical issues that may arise.

KEY DUTIES AND RESPONSIBILITIES:

- Inform departing passengers of the options available for proceeding through primary processing.
- Advise eligible Global Entry users appropriately.
- Provide queue times to the Ops Centre
- Assist with maintaining a clean space within USCBP and Bahamas Customs
- Appropriately manage and realign stanchions to fit the current passenger traffic needs.
- Liaise with CBP personnel in response to passenger queries.
- Respond to questions from passengers and report problems to the Operations Centre
- Manage the baggage process in Bahamas Customs Hall
- Ensure that bags arrive on the assigned Baggage Claim Device (BCD) and request changes when required.
- Notify operations of any issues or concerns noted in Bahamas Customs Hall
- Remove bags from carousels to prevent overloading and arrange in flight order on the floor for collection by passengers.
- Any other duty as assigned.

QUALIFICATIONS:

- High school diploma
- Ability to multi-task
- Computer literate
- Excellent communication skills
- Experience working in airport operations or similar operational setting would be an asset.
- Clean Police record

ABILITIES:

- Must be able to work shifts.
- Must be flexible and willing to work additional hours if required to
- Must be able to stand for extended periods.
- Must be able to effectively communicate verbally and in writing.
- Must be able to lift bags weighing up to 70lbs.
- Must be able to analyze situations and perform initial trouble shooting to resolve minor technical issues.
- Must be able to interact professionally with all passengers and airport users.
- Must be able to direct passengers appropriately.

EXPECTATIONS:

- Complies with all company policies and procedures.
- Demonstrates and provides excellent levels of customer service to internal and external customers.
- Always demonstrates a positive attitude.
- Works with minimum supervision

Resumes and certificates should be forwarded via email to people@nas.bs on or before **Thursday March 7, 2024.**

Please indicate the position you are applying for in the subject field.