

## CUSTOMER SERVICE TEAM LEADER

Reporting Relationship and Location	
Reports to:	Manager, Customer Service Team
Team/ Business Unit:	Operations
Purpose and Major Challenges of the Role	
<p>This role exists to provide <b>day-to-day supervision, development and support</b> to the front line Customer Service Team who are committed to the delivery of exceptional customer experience through the execution of our Values and Service Principles for all guests, visitors, contractors, and business partners operating from or using the airport terminals and surrounds.</p> <p>Grounded in the concept of Manaakitanga, the Customer Service team will work alongside other front-line teams to ensure all guests and visitors to Auckland Airport are shown respect, welcomed, and treated with kindness. This is achieved by ensuring all team members have an understanding and delivery of Auckland Airport’s Values and Principles, our Health &amp; Safety protocols and Airport Policies and Processes.</p>	
Role Accountabilities	
<p><u>Team supervision</u></p> <ul style="list-style-type: none"> <li>• Supervise the shift team on the day, ensuring accurate circuit rosters are available and the team are well supported in the delivery of the Company Values and Service Principles.</li> <li>• Ensure staff shortages and unplanned leave is covered in co-ordination with the Manager Customer Service Team.</li> <li>• Ensure coverage for all booked Concierge services and provide leadership and guidance when required for the delivery of these services.</li> <li>• Assist the Manager Customer Service Team and Terminal Presentation Manager in ensuring our terminal and facilities always meet our design and terminal standards.</li> <li>• Liaise with the Team Coordinators to ensure timely, accurate and relevant information is shared at shift briefings.</li> <li>• Provide on the day guidance, support and decision making to team members.</li> <li>• Provide leave cover for the Manager Customer Service Team as and when required.</li> <li>• Assist with the verification of all Auckland Airport staff in obtaining their on-job skill mastery qualification.</li> </ul>	

### Learning and development

- Working alongside the Manager Customer Service Team and the Operations and Customer Service Trainer, provide on the job learning and development individualised to each team members' needs.
- As and when required, participate in workshops and sprints for the purpose of improving the customer experience.
- Identify opportunities for continuous improvement of processes and procedures, and together with the Manager, Customer Service Team and peers, drive optimisation and efficiencies within the system.

### Assistance to guests and visitors

- Provide assistance to all airport guests which includes, but not limited to, providing a helping hand, lifting and carrying of luggage, pushing of baggage trolleys, and being able to 'surprise and delight' our guests.
- Provide information to all airport guests and visitors, ensuring all information provided is up to date and relevant.
- Assist when required with operational requests which may include lifting and carrying of stanchions throughout the terminal buildings, setting up queuing configurations in disrupt situations, moving digital signage around the terminal buildings and assisting with crowd management.
- Be an example for the rest of the organisation in the delivery of our Company Values and Service Principles.
- When required, lead the delivery of the Auckland Airport Concierge and Lost and Found services.

### Terminal Presentation

- Complete terminal presentation audits on electronic devices as and when required.
- Assist with checking areas of the terminal on an ad hoc basis as required to ensure the terminal is presented to the standard expected, reporting any material concerns to the relevant Customer Service Manager.

### General support

- Respond to and assist when required with any emergencies and/or incidents when these occur during working hours.
- Comply with Company operations, instructions and directions.
- Assist with ensuring the safe passage of all people using the airport terminals and surrounds.

### Company contribution

- Ensure all Health and Safety policies and procedures are followed, including but not limited to, completing daily fire safety checks.
- Meet company administration requirements, e.g. timesheets, leave forms, prepare, participate and follow through in performance and development processes.
- Ensure all company policies and procedures are followed on time and as required.

<b>Dimensions</b> (as appropriate to role eg. revenues, expenditure budget, customer volumes etc)	
Total number of employees supported:	10-15 per shift
<b>Decision Making Authority</b>	
Financial delegations: As per DFA Policy	
<b>Key Relationships</b>	
<b>Internal</b>	<b>External</b>
Customer Service Team(CS) Airport Operations Team Operations Leadership Team Communications Team Customer Team Transport Team Retail Team	Guests and visitors to the Airport Border Agencies (e.g.: Customs, MPI, Avsec) Airlines 3rd party contractors
<b>Position in Organisation</b>	
<pre> graph TD     Manager[Manager Customer Service Team]     L1[Customer Service Team Leader (Green shift)]     L2[Customer Service Team Leader (Blue shift)]     L3[Customer Service Team Leader (Brown shift)]     L4[CS Coordinators &amp; CS Assistants]          Manager --- L1     Manager --- L2     Manager --- L3     Manager --- L4          L1 -.- C1[CS Coordinator (x3)]     L1 -.- C2[CS Coordinator (x3)]     L1 -.- C3[CS Coordinator (x3)]          L2 -.- C4[CS Coordinator (x3)]     L2 -.- C5[CS Coordinator (x3)]     L2 -.- C6[CS Coordinator (x3)]          L3 -.- C7[CS Coordinator (x3)]     L3 -.- C8[CS Coordinator (x3)]     L3 -.- C9[CS Coordinator (x3)]          C1 -.- A1[CS Assistant (x4)]     C1 -.- A2[CS Assistant (x4)]     C1 -.- A3[CS Assistant (x4)]     C1 -.- A4[CS Assistant (x4)]          C4 -.- A5[CS Assistant (x4)]     C4 -.- A6[CS Assistant (x4)]     C4 -.- A7[CS Assistant (x4)]     C4 -.- A8[CS Assistant (x4)]          C7 -.- A9[CS Assistant (x4)]     C7 -.- A10[CS Assistant (x4)]     C7 -.- A11[CS Assistant (x4)]     C7 -.- A12[CS Assistant (x4)] </pre>	
<b>Qualifications and Experience</b>	
<b>Essential</b>	<b>Preferred</b>
<ul style="list-style-type: none"> <li>• Previous experience in team supervision/leadership</li> <li>• +5 years Customer Service experience</li> <li>• +1 year experience Guest Experience Specialist or similar</li> </ul>	<ul style="list-style-type: none"> <li>• Proven leadership qualities</li> <li>• Safety and Security awareness</li> <li>• Knowledge of Tourism industry, geography and airport environment</li> </ul>

<ul style="list-style-type: none"><li>• Current full driver's license and reliable transport</li><li>• Physically fit (ability to lift luggage of +20kgs) and able to stand for <b>8+</b> hour shifts</li><li>• Ability to use electronic resources such as a tablets and mobile technology</li><li>• Demonstrable autonomy and ability to self-lead</li><li>• Passionate about delivering a customer focused service</li><li>• Highly motivated with a very positive outlook</li><li>• Lively and outgoing personality</li><li>• Good written and verbal communication</li><li>• Able to work as an individual and as a team player</li><li>• Ability to multi-task and work under pressure</li><li>• Exemplary high standards of reliability and integrity</li></ul>	<ul style="list-style-type: none"><li>• Ability to speak more than one language e.g. Mandarin or Spanish</li><li>• NZQA Team Lead Savvy Award</li></ul>
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