**CUSTOMER SERVICE AGENT – EDINBURGH**

**MAKE SOMEONE'S DAY, EVERY DAY.**

When you’re one of our team, you’ll play a vital part in every customer’s journey.

**THE PART YOU’LL PLAY**

As the face of Menzies Aviation and the airline you’re representing, you’ll be the sunny start to all sorts of journeys for all kinds of people. Greeting customers from all over the world, you’ll assist and guide them through every step of their journey through the airport. From check-in and bag drop, to boarding gates and arrivals, you’ll ensure customers are kept well-informed and are in the right place at the right time. Following safety, security and airline-specific procedures, you’ll put our customers’ - and their customers’ - needs at the heart of everything you do.

**WHAT YOU’LL NEED TO BRING:**

* Customer and safety focus
* A respectful, friendly and supportive approach
* Reliability, punctuality and organisational skills
* Flexibility and the ability to adapt to changing priorities and situations

**WHAT YOU’LL GET IN RETURN**

You’ll be part of a friendly organisation who values the part their people play. You’ll see that there’s no place like an airport to work in, either. A unique, fast-paced environment, bustling with people, it’s a world in itself, where every day brings a new experience. So, you’ll enjoy plenty of variety and development opportunities and you’ll have our full support and training, for the whole of your career journey with us.

*Working in an Airside role, to follow aviation security requirements, you will be required to hold a full Airside Security Pass. To obtain this we will need 5 years' full referencing history, with a Criminal Record Check.*

**ABOUT MENZIES AVIATION**

Menzies Aviation is a global provider of customer, ramp and cargo handling services. Our people are the friendliest of faces for millions of customers, making sure they have a safe and seamless journey through the airport and all the documents they need for their flight.

Operating at over 140 stations in 31 countries and supported by a worldwide team of over 21,000 employees, we serve over 500 airlines handling over a million flights, and 1.6 million tonnes of cargo every year... and, we’re still growing our business. We work to be the best at what we do, and that means employing and supporting the best people.

* **Salary:**
* £8.24 per hour
* **Location:**
* Edinburgh International Airport
* **Region:**
* Scotland
* **Function:**
* Aviation
* **Vacancy Type:**
* Part-Time Permanent
* **Hours Per Week:**
* 23