



OMNISERV

Job Description

Job Title: Passenger Service Agent, PRM Operation

Location: London Heathrow Airport

Reporting To: Duty Manager

Direct Reports:

Purpose:

To assist passengers with reduced mobility to and from the aircraft and around to the relevant airport terminal points.

Key Responsibilities:

- Collect passengers and take them through security and passport control down to the boarding gate or airside Host point.
- Ensure the collection of wheelchairs from relevant points in the airport terminal and place in required storage areas.
- Collect arriving passengers from the aircraft, take them through immigration/passport control and to the baggage hall to identify their baggage. Through HM customs to the arrivals hall.
- Greet passengers as trained, always ask what assistance is required, explain the process to the passenger and prepare them for security.
- Follow protocol for Staxi chairs.
- Deal with transfer passengers (inter-terminal).
- Complete all jobs correctly on the handheld devices
- Call Allocators to inform them of all extra passengers.
- During delays or disruption liaise with the Allocator and handling agent to ensure that PRM's are kept up to date.
- Drive passengers within Airport terminals on board buggy.
- Provide manual lifting assistance as required using the Amazon or aisle chair.
- Ensure Airclic is constantly updated with your progress with the passenger
- Be responsible for all Company equipment issued to you on a daily basis
- Complete an incident/Accident Report for any issue you may encounter, including any near miss events (recording any injuries as a result of an accident to yourself or customers).
- Provide legendary service to all passengers
- Wear uniform correctly
- Follow correct sign in/out process

Carry out any reasonable task requested. This description is an outline of the role and it is expected that key task will vary with the demand of our client and operation base.