



Customer Service Agent - Dunedin

Kia ora!

We are now accepting Expressions of Interest for a Permanent Part Time **Customer Service Agent** opportunity at **Dunedin Airport**.

Working at Dunedin Airport, you will be part of a dynamic and fast paced environment. This role is ideal for someone who has a passion for people and travel, and who enjoys the variety that comes with a busy customer facing position. Every customer has their own story and their own journey, so no two days will ever feel the same.

Our dedicated team provides warm and friendly service to ensure customers enjoy a smooth and positive travel experience. There will be times of high pressure and tight deadlines, so being adaptable and resilient is important. Your responsibilities will be varied, including checking in customers, assisting passengers with special requirements, dispatching flights, managing disruptions, and supporting flight arrivals and departures.

Shift Roster:

This **part time** role sees you working between 36 and 72 hours a fortnight. You will be rostered on shifts that rotate and change, depending on the business needs and flight schedule. We operate every day between the hours of 0500 and 2200. This includes working weekends, nights and on public holidays. You will need to be flexible to work across these different shift days and times.

Role Requirements:

Legal right to work in New Zealand (NZ Citizen, NZ Permanent Resident, or Australian Citizen)

NZ Restricted or Full Driver Licence, with reliable transport to get to work

Frontline customer service experience, ideally in a fast paced and demanding environment

Confidence working with computers, remembering booking codes and processes, and learning new systems quickly

Strong communication skills and a friendly, professional manner

Benefits of Joining Air New Zealand:

A competitive salary starting at \$33.50 per hour

A set roster pattern so you can plan your days off, which is great for lifestyle, family, and sports

A supportive team environment where you will feel part of the family, with a diverse mix of cultures and plenty of social events

Excellent career progression opportunities with full training provided

The chance to work in the exciting airport environment, where no two days are the same

If this sounds like the perfect fit for you, please apply online through our careers website with your CV and cover letter. Please note that we are not able to accept email applications.

Applications will close on **26 August**.

At Air New Zealand, we are proudly committed to diversity, equity and inclusion and believe in creating a truly inclusive workplace where everyone can be themselves and thrive. Our people are our greatest asset – because while everything else we do in our operation can be replicated by our competitors, it is our people that truly set us apart. We are firm believers in celebrating the differences and diversity of thought our people bring to their roles.

Whāia te pae tawhiti kia tata. Ko te pae tata whakamaua, kia tina.

"Seek to bring distant horizons closer. Once near, seize them and make them your reality."

Expertise

Airports, Airport Customer Service

Location

Dunedin, NZ

Type
Permanent Part time

Recruiter
Lydia Macindoe
Lydia.Macindoe@airnz.co.nz

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Deputy Fleet Manager - Turboprop Fleet

Pilots, Pilot Leadership

Auckland, NZ

Permanent Full time

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Senior Airports Performance Specialist

Airports, Airport Leadership

Auckland, NZ

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Sales Specialist (Partner Management)

Corporate, Marketing & Communications

Auckland, NZ

Fixed Term Full time

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Begin your journey with us today.

