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Title: Ground Experience Implementation Specialist, High-Value Client (Argentina)

Date: August 5, 2026

Location: CM

Our company

We are the largest Spanish airline and a leader between Europe and Latin America; we belong to the IAG airline group and are part of the oneworld alliance. Our goal is to always be the best travel option for our customers, ensuring they feel that their safety and the quality of their trip are our top priorities. In addition to the airline, we also operate aircraft maintenance as a complementary business.

At Iberia, we value our professionals as role models for our customers, but also within the team. We expect all new employees to be examples of this.

Your role:

As a **High-Value Customer Ground Experience Implementation Specialist**, your role will be to ensure the correct implementation, consistency, and evolution of the customer ground experience (premium and core) at airports outside the main hub (Madrid and Spain), acting as:

- Field representative of the Customer Management Department.
- Responsible for ensuring that defined standards are met in environments operated by third parties.
- "Controller" of the organization to detect deviations, opportunities and risks in the real experience.

With a special focus on premium clients, but also ensuring the **overall customer experience (core + premium)** in international markets

*Location: Argentina (Buenos Aires)

Responsibilities/Functions:

Implementation of ground experience standards

- Ensure that the defined standards are implemented in:
 - Check-in and boarding.
 - Fast track and premium flows.
 - VIP lounges (own and third-party).
 - Handling and ramp processes (including baggage).
- Adapt implementation guides to each airport when necessary.
- To accompany launches or relevant changes in international stations

Supervision of third-party VIP lounges

- Evaluate compliance with standards in contracted lounges: service, cleanliness, food offerings, ambiance, and overall experience.
- Identify gaps vs. defined standard and propose: improvement plans, supplier changes when applicable.
- Manage operational relationships with local operators

Supplier supervision (handling, catering, services)

- Ensure compliance with standards in:
 - Handling companies (treatment, processes, times).
 - Catering (quality, presentation, consistency) – only applicable in LH.
 - auxiliary services.
- Conduct periodic audits.
- Require corrective plans when deviations are detected.
- Escalate relevant incidents to the design or ground experience management areas.

Airport experience monitoring

- Conduct periodic visits to assigned stations.
- Act as a mystery / auditor in the field.
- Assess:
 - Customer service.
 - Process fluidity.
 - Signage and communication.
- Gather qualitative and quantitative insights.

Customer Area Representative (Core + Premium)

- Detect:
 - Recurring problems in experience.
 - Inconsistencies between stations.
 - Replicable best practices.
- Share insights with other customer areas
- Supporting global initiatives from a local perspective.
- I work across departments with scale managers and experience design teams

Your skills and requirements:

Academic background

- University degree in Administration, Marketing, Tourism, Engineering or similar.
- A specialization in Customer Experience or Service Management is a plus.
- Advanced English (minimum C1)

Experience

- 5 years of experience in:
 - Airlines
 - Airport operations.
 - Customer experience.
 - Supplier management or international environments.
- Experience working with third parties (handling, lounges, catering).
- Experience in multicultural environments.
- High availability to travel

Skills

Influence and negotiation:

Ability to demand standards from suppliers without direct authority

Autonomy and proactivity.

Ability to work remotely, make decisions and prioritize.

Cultural adaptability:

Understanding and managing differences between markets.

Observation and judgment:

Quickly detect deviations and opportunities.

Effective communication:

Transmitting clear and actionable feedback to diverse stakeholders.

Rigor and discipline.

Structured follow-up of audits and improvement plans.

Customer focus:

Always keep the focus on the final passenger experience.

Ownership mindset:

Act as the owner of the experience at every station

Talent in Iberia

We value our professionals as role models for our clients, but also within the team. We expect all new hires to be examples of this.

- **We are one and diverse** : You work in a coordinated, open and collaborative manner pursuing a common goal in a diverse and inclusive environment.
- **We put our heart and soul into it** : You make things happen by being fully involved in everything you do.
- **Reinventing tomorrow** : You seek new and different ideas to solve problems.
- **We connect with our customers and colleagues** : We always want to go one step beyond what they expect, with a smile and a friendly approach.
- **We make it simple and efficient** : We focus on what's important, analyzing situations and eliminating anything that doesn't add value
- **Safety is in our DNA:** We work with the same attention and care as day one: in every ground operation, on every flight. We know the processes and apply them rigorously.

Our commitment to Diversity and Inclusion

At Iberia, we are both one and diverse. We are a true reflection of today's society, and our teams have very diverse profiles, which enriches us and makes us more creative and innovative.

We believe in talent without labels and are fully committed to offering equal career opportunities to everyone. Therefore, all decisions in our selection processes are based exclusively on the skills, abilities, and knowledge required for the position.

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