



Position: Customer Service Colleague

Location: Gatwick

Customer: EasyJet

DHL Supply Chain have fantastic opportunities for individuals who wish to be part of a fast-paced, innovative operation where successful candidates will have potential to help grow and evolve the business.

Purpose:

To deliver world class customer service to ensure a seamless journey for our customers.

Main Accountabilities include:

- To consistently deliver the highest customer service at all times
- Making the customers journey positively memorable
- Hosting Front of house
- Validating customer's documentation for travel
- Assisting customers during disruption
- Processing customers for boarding
- Processing customers using manual and automated systems
- Ensure compliance in both airline and airport policies

Key Skills, Qualifications and Experience

- Previous experience within a customer service role
- Excellent communication skills at all levels
- Have a calm, friendly and professional manor
- Be passionate about customer service
- Excellent organisation skills and methodology
- Ability to quickly and accurately being able to react and assess any given situation and instigate corrective action
- Work well within a team
- Be able to work various shift patterns

Security Process to work with DHL at Gatwick:

- You must be able to provide 5 years address history
- You must be able to provide 5 years reference history (employment/education/benefit claim/character)
- Hold a valid ID (British or EU Passport, British Driving Licence, Non-EU Passport & Visa)
- No criminal convictions, a Criminal Record Check will be required

What will you get in return?

As a part of a growing DHL population you will receive access to a variety of our excellent benefits which could include; up to 25 days holiday, pension scheme, medical cover, childcare vouchers, retail discounts, flexible shift working, training, development and secondment opportunities and MANY MORE.



What you'll need to do next?

If you have a proven track record of achievement to match the requirements for this role and you are looking for your next career move, simply apply online.

We will ensure that all our resourcing activities are fair, transparent and consistent across the UK. We want to ensure that the candidate experience is of the highest professional standard. The Company is committed to providing equality of opportunity for all employees. Furthermore we aim to ensure our workplaces are free from discrimination and that not only employees but also our potential future employees are treated fairly and with dignity and respect. We will ensure that equality of opportunity maintains a high profile in our organisation.