

Job Title: Customer Coordinator (Supervisor), Aircoach  **Aircoach**
Reports to: Staff Manager, Aircoach
Location: Dublin, Ireland

Purpose of Role

This role is focused on consistently delivering the scheduled and contracted Aircoach services using real-time monitoring and proactive management of service performance, resources, and assets to deliver service excellence.

You will work hand in hand with our Ground staff team at Dublin Airport delivering an excellent Customer Experience to our passengers which involves boarding customers onto vehicles and the safe movement of vehicles at our Dublin Airport location.

This role will anticipate and manage or mitigate any service alterations, minimising the impact on customers and service levels.

Our coordinators are responsible for the delivery of performance 24/7/364, with a remit to hold all functional staff to account for delivery of the service plan. They will be the 'guiding mind' in overseeing all day-to-day activities on the busy Aircoach network, determining service priorities where necessary and directing all resources to optimise the performance of the network.

Key Accountabilities

- Managing Excess Waiting Time (EWT) and operated miles and kilometres
- Enhancing centralised management and control of drivers and driver spare duties
- Providing real time customer information to the customer service team at both Aircoach and contract partners during BAU and disruption. Where required update social media channels to advise of changes to Aircoach services.
- Supporting managers during periods of service disruption – ensuring the safe and effective return to normal service, while ensuring the integrity of incident management and accident/incident investigation with the emergency services and regulatory authorities and other key stakeholders.
- Ensuring drivers use all technology and software available to them

Role Profile

This critical role will ensure full delivery of the operational performance elements of the Aircoach Operation on a day-to-day basis. This role requires working shifts covering our 24hrs service, 364 days per year.

Customer Coordinators are responsible for:

- Managing both the Aircoach and contracted operations during their shift, liaising with the Customer Solutions Centre.
- Working with the engineering department to manage fleet allocation in times both BAU and disruption.
- Providing day-to-day leadership for the Driver teams through positive touchpoint conversations.
- Overseeing the service consistently, delivering a customer-focused, cost-conscious, and highly effective coach and bus service.
- Maximising customer service by providing the highest possible levels of reliability and punctuality – continually reinforcing a customer service culture throughout their team and the wider organisation
- Working with the Senior Management Team during incidents and liaison with Emergency Services and other external authorities as required.
- Ensuring the accurate recording of all operational incidents, faults, and disruptions to enable the engineering team



- Leading the day-to-day liaison between TII, DAA, other departments, subcontractors and third parties, to deliver transparent, open and honest partnership working.
- Consistently achieving the highest standards of safety – leading and inspiring their team to achieve the robust delivery of a consistently world-class coach service for customers

Skills, Experience and Qualifications required

- Experience of supervising or managing a real time rail, light rail, aviation, coach or bus service operation.
- An unambiguous commitment to customer service
- A laser-like focus on service performance
- Ability to look beyond immediate challenges and make decisions that consider the impact on performance in the hours and days ahead
- Strong analytical skills – able to interpret data quickly and act on it
- Exceptional communication skills including experience working with senior executives
- The ambition to transform service delivery
- Confidence and ability to make decisions on operational matters
- Team player – working closely with others to deliver a consistent and cohesive approach to managing the Service Delivery Desk
- Class D licence or willing to work towards this.
- Knowledge of EU and Domestic drivers' hours is essential
- Excellent English language skills

Company Responsibilities

- Adhere to all Aircoach and FirstGroup policies and procedures
- Undertake any training and development activities at the request of the line manager

Health, Safety and Environmental Responsibilities

- Champion behavioural change through 'BeSafe,' ensuring that you and your team have positively reinforced safety conversations
- At all times, comply with your responsibilities within the Health and Safety Policy, ensuring compliance with relevant legislation
- Ensure that risk assessments are carried out for areas and activities under the role holder's control, that appropriate control measures are implemented, and the recommendations are communicated to all of those who may be at risk
- Report incidents, near misses and dangerous occurrences in a timely manner and ensure effective remedial action is taken
- Promote and implement, where appropriate, safe working practices by means of campaigns, initiatives and promote a positive attitude to safety through personal leadership
- Support the Company's environmental campaigns and be aware of FirstGroup annual environmental targets

Interested? What are you waiting for? Apply Today!

Email Your C.V and Covering Letter to recruitment@aircoach.ie