



## **JOB OPPORTUNITY**

Cambodia Airports develops and manages Cambodia's network of international airports located in Phnom Penh, Siem Reap, and Sihanoukville. Its teams plan and design the development of airport infrastructure, build and maintain the facilities, handle commercial activities and provides services to stakeholders, including The Royal Government of Cambodia, passengers, airlines, and tenants.

Since its inception in 1995, Cambodia Airports has generated immense economic and social benefits for Cambodia by connecting the country to the world. Its leadership in airport development and operations translates in advanced working environment, staff benefit, and Corporate Social Responsibility policies.

Currently, we are seeking potential candidates to fill the positions of **Terminal Supervisor** at one of the 3 international airports.

### **Terminal Supervisor (01 position)**

#### ***Re-announce***

**Department:** Terminal

**Location:** Phnom Penh International Airport

#### **Main Responsibilities:**

- **Passenger Information:**
  - To assist in supervising information to passengers to ensure the good flow of passengers in respect to quality of services, safety and security standards, and environmental aspects.
  - To ensure good communication to passengers included information counters, digital devices, fixed signage and any other means.
  - To monitor the information services to ensure that the customer services standard is always met.
- **Quality of Service:**
  - To assist in monitoring real-time customer feedback and quality experience with existing or new tools.
  - To assist in monitoring quality KPI concerning Terminal quality and On-Time performance.
  - To supervise all activities related to the cleanliness of airport terminal to ensure that the defined target of cleanliness is always met as stated in the agreed standards.
  - To liaise directly with the Airlines, Government Authorities, Control Tower, Fire Station, shop's and airport's sub-contractors to ensure the smooth operations of Airport Terminal.
- **Supervisory:**
  - Team briefing: Information deescalating from Management to Subordinates, and vice versa.
  - Team performance monitoring: Evaluation, Coaching, Training, Recommendation, Discipline measures, etc.

#### **Working Conditions:**

- Working on shift (flexible working schedule rotating within 24h/7days);
- Wearing uniform and individual safety equipment;
- Subject to Security/Safety certification prior to employment.

#### **Job's Requirements:**

- ✓ Minimum Bachelor's Degree in related field with two years of experiences in supervisory level;
- ✓ Having good knowledge on Administration work and Human Resources Functions is an advantage;
- ✓ Proficiency in both speaking and writing in Khmer and English, knowledge of any other languages are an advantage;
- ✓ Good knowledge in computer skills (Microsoft Offices, Internet & Email, Database etc.....);
- ✓ Autonomous, Customer-oriented, multitasking capable, professional attitude, leadership, effective problem solving/decision making abilities.

**Deadline: 26<sup>th</sup> March 2020 by 5:00 p.m.**

Interested applicants should submit CV and cover letter to:  
Phnom Penh International Airport  
Administrative Building  
PO Box 1256 – National Road N<sup>o</sup> 4

**Or contact through email: [pnh.career@cambodia-airports.aero](mailto:pnh.career@cambodia-airports.aero)**

**Only short listed candidates will be contacted for further selection process. The submitted documents will not be return.**