

# Expertise

*We are retained to recruit  
by many of Bermuda's  
finest employers.  
Delta Air Lines is  
one of them.*

Phone: 441-296-0336      Email: jobs@expertise.bm

Street:  
8 Par-la-Ville Road,  
Mintflower Place, 2nd Floor,  
Hamilton, HM08

For more employment opportunities  
please visit:

 **BERMUDAJOBS.COM**

## Station Manager

Our client, Delta Air Lines Inc., is currently seeking a Station Manager to oversee their Bermuda operations.

### Duties & Responsibilities:

- Oversees and coordinates operational performance including, but not limited to, On-time (D Zero), safety, security, customer service delivery, and other key performance indicators. Serves as an operational liaison between Delta and all contracted business partners within a station
- Monitors for at-risk behaviors through daily safety observations. Participates in Incident Analysis reports, Injury Prevention Group sessions, and applicable station safety meetings. Ensures adherence to the station Safety Business Plan, and develops strategic and tactical plans that result in a safety-conscious environment
- Ensures distinctive customer service is delivered by demonstrating a high level of customer focus and sensitivity
- Responsible for supporting frontline work teams, and providing leadership development of direct reports
- Responsible for the timely completion and delivery of performance appraisals, quality assurance observations, performance discussions, logs, documentation and administrative action

### Minimum Required Qualifications, Skills and Experience:

- Must have demonstrated expertise in operations and customer service, with a minimum of 7 years' experience in Airport Customer Service
- At least 3 years' leadership and management experience is required
- Knowledge of Deltamatic and other relevant airport technology, including but not limited to Kiosks, GIDS, Cornerstone, and Performance Management is required
- Must be proficient in MS Office applications
- Must possess strong customer service skills and focus, and have the flexibility to manage an operation with varying shifts, extended hours, and "on call" requirements
- Must possess strong written and verbal communication, including platform/presentation skills

Interested? Please email [jobs@expertise.bm](mailto:jobs@expertise.bm).

All enquiries will be dealt with in strict confidence.

Closing date: January 23, 2015