JOB TITLE:	**Part-Time Airline Customer Service Rep / Ground Operations Agent**	**GRADE**	**3**
DEPARTMENT:	**Regional Airport**	**FLSA STATUS:**	**Non-exempt**
REPORTS TO:	**Airline Station Leader**		

GENERAL DEFINITION OF WORK:

This position is responsible for providing customer service to all customers and will include ground operations, aircraft cleaning and security for inbound/outbound flights. Direction is provided by the Airline Station Leader and/or the Airline Lead Cross Utilized Agent, who themselves are supervised by the Airport Director.

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

1. Reporting promptly at the assigned time of duty for HGR Allegiant flights and remain on duty status until the designated shift has been completed.
2. Represent the airline to its passengers and assist passengers in ticket sales and reservations including reservation changes. Provide friendly customer service maintaining positive public relations with patrons.
3. Passenger check-in including the movement of checked baggage.
4. Provide airline information to passengers as required.
5. Greet passengers as they enter the terminal and provide direction to the airline ticket counters.
6. Assist in passenger boarding, including training to drive jet bridge.
7. Assist in preparation and completion of all paperwork associated with the aircraft movement.
8. Load and unload baggage of various weight and dimensions to and from aircraft and applicable airport baggage areas.
9. Marshal aircraft in/out of gate area.
10. Upon hire, required to complete all computer-based training and on-the-job training within 60 days.
11. Required to do monthly computer-based training.
12. Training classes shall include (but not be limited to): De-icing, Ground Security Coordinator, Designated Ramp Observer, Customer Service Agent/Gate Agent, Left Wing, Right Wing, Lead Marshaller, FCA, Snack Bar attendant.
13. Perform related tasks as required.

KNOWLEDGE, SKILLS AND ABILITIES:

The customer service representative is expected to be friendly, prompt, and courteous. You will provide aid passengers who are checking-in, making reservations, rebooking a flight, and checking-in baggage. You will also escort passengers to the boarding gate, push wheelchairs, and answer any questions that passengers may have. You will be required to know the procedures for unaccompanied minors, law enforcement officers, Hazmat, and the guidelines for accepting airfreight. Agents are required to help resolve customer complaints in a calm manner. Ability to deal well with sometimes impatient or angry customers can be an important part of the job. Provide information by public address system or otherwise about aircraft boarding, including news, such as flight delays and cancellations due to weather or mechanical problems with the aircraft.

EDUCATION AND EXPERIENCE:

This is an entry-level position, and any necessary training will be provided by the airline. Customer Service Representatives should be high school graduates (or equivalent) and be at least 18 years old. You will need to have basic math skills and will usually handle money for tickets. Customer service or sales background with an airline is preferred but not required.

PHYSICAL REQUIREMENTS:
Agents must have the ability to repeatedly lift luggage that may weigh up to 60 or more pounds. Customer service/Ground Operations Agents will be required to perform other jobs including baggage handler, ramp agent, gate agent, and more. Must have the ability to enter ticket information and check scheduling via computer. Agents should have computer proficiency with a minimum typing skill of 30 wpm.

Must have the ability to read, write, and speak clear English. Valid MD Class C driver's license or equivalent from another state is required. You will wear the assigned clothing items and expected to be always well-groomed. Multi-tasking abilities are a must.

The worker is subject to inside and outside environmental conditions, extreme cold, extreme heat, noise, hazards, and atmospheric conditions. The worker may be exposed to blood borne pathogens and may be required to wear specialized personal protective equipment.

SPECIAL REQUIREMENTS:
Successfully background investigation is also necessary with no criminal history, and this will typically go back 10 years or more. Along with it, you will need to be able to qualify for a government airport ID and pass a drug test. At HGR, security clearance is needed. Staff can expect to work almost any shift because airline counters are often open at various times throughout the year including weekends and holidays. Flexibility is a must. Working hours will be scheduled by the Airline Station Leader and align with the airline schedule.

Revised: 2/2016, 1/2019, 12/5/2023, 06/2025

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

Applicant must be legally authorized to work in the United States and willing to provide unexpired USCIS Form I-9 employment eligibility verification documentation upon request.

Easy Ways to Apply:

1. **Visit our website at https://www.washco-md.net/jobs/**
   or
2. **Complete and email an Application to HR@washco-md.net**
   or
3. **Complete and mail Application to:**
   Washington County Human Resources Department,

   100 W. Washington Street, Room 2300,
   Hagerstown, Maryland 21740

Washington County is an Equal Opportunity Employer. Individuals requiring special accommodations or assistance are requested to contact the Human Resources Department at 240-313-2350, Voice or TDD (D/HH use 711) M/F/H/V.

DEADLINE FOR FILING APPLICATIONS WITH HUMAN RESOURCES:

Friday, October 2, 2026 @ 4:00pm