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<b>JOB TITLE:</b>	<b>Airport Airline Customer Service/Ground Operations Agent</b>	<b>GRADE</b>	<b>3</b>
<b>DEPARTMENT:</b>	<b>Regional Airport</b>	<b>FLSA STATUS:</b>	<b>Non-exempt</b>
<b>REPORTS TO:</b>	<b>Airline Station Leader</b>		

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**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 with supervision under 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. Represent the airline to its passengers and assist passengers in ticket sales and reservations including reservation changes
2. Passenger check-in including the movement of checked baggage
3. Provide airline information to passengers as required
4. Greet passengers as they enter the terminal and provide direction to the airline ticket counters
5. Assist in passenger boarding
6. Assist in preparation and completion of all paperwork associated with the aircraft movement
7. Load and unload baggage of various weight and dimensions to and from aircraft and applicable airport baggage areas
8. Marshal in/out aircraft
9. Required to complete all computer-based training and on job training within the 60-day timeframe upon hire.
10. Required to do monthly computer-based training
11. Perform related tasks as required.

**KNOWLEDGE, SKILLS AND ABILITIES:**

The customer service representative is expected to be friendly, prompt, and courteous. You will provide assistance for people who are checking-in, making reservations, rebooking a flight, and checking in baggage. They will also escort passengers to the boarding gate, push wheelchairs when needed, 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 uniform of the airline you work for and will be expected to be well-groomed at all times. 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 time throughout the year including weekends and holidays so flexibility is a must.

Revised: 2/2016, 1/2019

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