

<b>THE EASTERN IOWA AIRPORT POSITION PROFILE</b>	<b>JOB CODE #/TITLE:</b> AN017 Airport Guest Services Associate
<b>POSITION #/TITLE:</b> 2615 Airport Guest Services Associate	<b>Adopted:</b> 06/25/17
	<b>Revised:</b> 06/25/17

<b>POSITION DESCRIPTION</b>
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<b>Department:</b> The Eastern Iowa Airport	<b>Manager Level:</b> Non-Manager
<b>Salary Plan/Description:</b> ATS/Airport Temporary Seasonal	<b>Salary Grade:</b> 26
<b>Reports To Position #/Job Code #/JC Title:</b> 2785/AN021 Airport Guest Services Supervisor	<b>Dotted-line Reports To Position #/Job Code #/JC Title:</b>
<b>FLSA Status:</b> Non-Exempt	<b>Overtime Status (Employee Type):</b> Non-Exempt (Exception Hourly)
<b>Physical Demand Rating:</b> Medium	<b>Work Environment:</b> Controlled
<b>Pre-employment Testing:</b> Drug and health screening after contingent offer.	<b>Position Testing:</b>
<b>Personal Protective Equipment:</b>	

<b>General Statement of Duties</b>
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Individual will oversee and help create a lasting, positive impact by assisting the Airport's guests with any and every type of situation while working in a fast-paced environment; including, but not limited to greeting of guests, valet service, luggage assistance, mobility assistance, directions, responding to airline requests for guest assistance, arranging transportation assistance, answering incoming phone calls and questions, ensuring cleanliness of the drive, light cleaning in terminal and a variety of clerical tasks.

<b>Distinguishing Features of the Class</b>
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Some leeway is granted for the exercise of independent judgment and initiative.

<b>Examples of Essential Work (Illustrative Only)</b>
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Assisting the Airport's guests by providing positive interactions in a friendly and courteous manner  
Performing skycap duties in a manner that promotes the ultimate guest experience including but not limited to: front curbside porter service loading/unloading baggage, valet parking, wheelchair assistance, baggage claim area assistance, unlocking vehicles for customers who have locked their keys in their vehicle, jump-starting customer's cars, and other vehicle assistance as needed. Providing assistance to customers, airlines, and/or TSA with transporting bags as needed.  
Answer telephone calls, receive and greet visitors to the Airport, and provide information to or refer customers to appropriate Airport departments or other airport tenants/stakeholders in a timely manner;  
Able to assist with some clerical duties including documents using MS Word and Excel;  
Serve as dispatcher and main point of contact for Guest Services Center and business center rentals;  
Seek out information about Eastern Iowa, including maps, directions, hotels, restaurants, and attractions to share with the public and maintain an inventory of brochures and visitor guides;  
Refer complaints to the proper stakeholder;  
Coordinate lost and found items, emergency notification alarms, unclaimed luggage issues, and any unsafe conditions or unruly passengers with the Airport Public Safety Department;  
Ability to handle customer's personal belongings with care, honesty, professionalism.  
Cash and credit card handling skills and comprehensive written skills preferred.  
Performs all work duties and activities in accordance with Airport policies, procedures and safety practices;  
Consistent attendance and punctuality is a job requirement.

Maintains a clean and orderly work environment.  
Cleaning work equipment as scheduled.  
Performs related work as required.

#### **Required Knowledge and Abilities**

Ability to develop and use empathetic listening skills, communicate with clarity and maintain a positive attitude that conveys respect, assistance, honesty and resourcefulness;  
Ability to manage a high volume of telephone calls on a daily basis;  
Ability to handle confidential information with tact and discretion;  
Ability to operate a personal computer using program applications appropriate to assigned duties and responsibilities;  
Ability to work cooperatively and in a team environment to accomplish job responsibilities;  
Ability to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;  
Ingenuity and inventiveness in the performance of assigned tasks;  
Good knowledge of modern office clerical, administrative support and customer service practices and procedures;  
Good knowledge of Airport terminology, procedures and equipment, including the use of multi-line telephone systems, computers and related word processing, spreadsheet and appropriate to assigned duties;

#### **Acceptable Experience and Training**

Must be 18 and prefer some experience in the performance of clerical and customer service duties; or  
Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

#### **Required Special Qualifications**

Valid Iowa's Driver license  
Pass and maintain security background check as required by Transportation Security Regulations;

#### **Essential Physical Abilities**

Requires the following with or without reasonable accommodation:  
Ability to move from place to place which may include standing and/or walking for extended periods of time; lift and carry up to 50 pounds short distance;  
Ability to work outdoors;  
Sufficient clarity of speech and hearing, which permits the employee to communicate effectively;  
Sufficient vision, which permits the employee to operate equipment;  
Sufficient manual dexterity, which permits the employee to handle a variety of records and files and to operate a computer;  
Sufficient personal mobility, which permits the employee to access office files and visit and distribute materials to other offices.  
Ability to work various schedules and be available for overtime, holidays, and critical operations;