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| THE EASTERN IOWA AIRPORT POSITION PROFILE | JOB CODE #/TITLE: AN018 Airport Guest Services Lead |
| POSITION #/TITLE: 00002616 Airport Guest Services Lead | Adopted: 04/13 Revised: 12/19 |

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| POSITION DESCRIPTION |
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| Department: The Eastern Iowa Airport | Manager Level: Non-Manager |
| Salary Plan/Description: APN/Airport Non-Bargaining Unit | Salary Grade: 1A |
| Reports To Position #/Job Code #/JC Title: 2785/AN021/Airport Guest Services Supervisor | Dotted-line Reports To Position #/Job Code #/JC Title: |
| FLSA Status: Non-Exempt | Overtime Status (Employee Type): Non-Exempt (Exception Hourly) |
| Physical Demand Rating: Medium | Work Environment: Uncontrolled |
| Pre-employment Testing: Drug and health screening after contingent offer. | Position Testing: |
| Personal Protective Equipment: | |

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| General Statement of Duties |
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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; performs lead duties such as providing direction for employees through their daily routine and interact with guests to ensure satisfaction.

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| Distinguishing Features of the Class |
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Performs lead worker role and assists in the supervision of Airport Guest Services Associates. Works under general supervision or independently.

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| Examples of Essential Work (Illustrative Only) |
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Assisting the traveling public with:

- Front curb 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, digging out or pushing customer's cars that are snowed in
- Providing assistance to customers, airlines, and/or TSA with transporting bags as needed
- Assist customers with business center rentals, lost and found, and unclaimed items.
- Answer telephone calls, receive and greet visitors, and provide information to or refer customers to appropriate Airport departments or other airport tenants/stakeholders in a timely manner;

Serve as dispatcher and main point of contact for Guest Services Center;

Refer complaints to the proper stakeholder and enter into the Customer Issue Database;

Maintain and update the information book used by guest service associates;

Assist with guest services schedule, training, and payroll data entry;

Prepares reports and other documents using MS Word, Excel, and Access;

Attends work regularly at the designated place and time;
Performs all work duties and activities in accordance with Airport policies, procedures and safety practices;
Performs related work as required.

Required Knowledge and Abilities

Ability to develop and use empathetic listening skills, communicate with clarity and maintain an attitude that conveys respect, assistance, honesty and resourcefulness;
Strong customer service experience;
Excellent organizational skills and attention to detail;
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 database applications appropriate to assigned duties;
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 to maintain effective working relationships 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.

Acceptable Experience and Training

Graduation from High School or a GED; and
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 Driver's License;
Pass and maintain security background check as required by Transportation Security Regulations;

Essential Physical Abilities

Requires the following with or without reasonable accommodation:
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;