



# CITY OF HOUSTON

## JOB DESCRIPTION

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Job Code: 936.5

Job Title: **SPECIAL SERVICE REPRESENTATIVE**

Pay Grade: 13

### **GENERAL SUMMARY:**

Using multilingual skills, provides friendly, courteous service to traveling passengers by assisting with directions, information and processing through the Federal Inspection Service area to ensure convenient travel through the Houston Airport System. Assists with protocol services provided by the Houston Airport System.

### **RESPONSIBILITIES:**

- Assists passengers, medical patients and airline personnel with directions and information regarding the Houston Airport System's terminal facilities and services. Assists passengers with connections to different terminals and airlines.
- Meets and greets international passengers to resolve their concerns regarding customs and immigration procedures. Assists passengers in completing declaration forms and other Federal Inspection Service paperwork.
- Using multilingual skills, assists Federal Inspection Service representatives in helping non-English speaking passengers with customs clearance.
- Greets and assists international and domestic visitors and dignitaries such as presidents of foreign countries, consul representatives, international officials, and local, state and federal government representatives.
- Conducts guided tours of the Houston Airport System and uses multilingual skills at the information booth and paging phone systems to provide information to the traveling public regarding airlines, flights and the airport system.

### **SPECIFICATIONS:**

#### **KNOWLEDGE:**

Requires a high school diploma or a GED.

#### **EXPERIENCE:**

One year of experience using bilingual or multilingual skills in a customer service environment is required.

#### **COMPLEXITY:**

Work consists of fairly standard procedures and tasks where basic analytic ability is required, as in the comparison of numbers and simple facts in selecting the correct action.

#### **IMPACT OF ACTIONS:**

Errors in work cause some expense and inconvenience. Work is typically performed under moderate supervision and within standard operating procedures. The incumbent occasionally can function autonomously, with the supervisor available to answer questions as they arise.

## **SPECIFICATIONS: (continued)**

### **SUPERVISION EXERCISED:**

#### **Direct Supervision:**

No direct report employees.

#### **Indirect Supervision:**

No indirect reports.

### **CONTACTS:**

#### **Internal Contacts:**

Level of internal contact is primarily with Deputy Directors. Interaction requires expert skills in persuasion, influence and motivation of personnel at the highest level. Issues are complex and require diplomacy and negotiation; e.g., controversial operating relationships, final decision-making and problem-solving discussion regarding City objectives and goals.

#### **External Contacts:**

Level of external contact is primarily with prominent persons such as community leaders, business and industry leaders as well as officials of government and financial agencies and media representatives. Interaction involves considerable explanation and persuasion leading to decision, agreement or rejection on complex issues that requires diplomacy; e.g., important contacts involving difficult matters of agreements, negotiations and controversies.

### **PHYSICAL EFFORT:**

The position occasionally requires stooping or bending. Occasional very light lifting, such as three or four reams of papers or books (up to 20 pounds or an equivalent weight) may be required.

### **WORK ENVIRONMENT:**

There are no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting, temperature and air conditions.

### **PHYSICAL SKILL:**

Requires the ability to make coordinated gross motor movements in response to changing external stimuli within moderately demanding tolerances; or the ability to make coordinated eye/hand movements on a patterned response space within low tolerance demands with no real speed requirements.

## **MISCELLANEOUS:**

All duties and responsibilities may not be included in the above job description.

## **JOB FAMILY:**

Special Service Representative  
Senior Special Service Representative

*Effective Date: October 1990*

*Revised Date: May 2000*