



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 937.3

Job Title: **SENIOR AIRPORT SERVICES REPRESENTATIVE**

Pay Grade: 17

GENERAL SUMMARY:

Under the direct supervision of the International Services Supervisor, provides customer assistance using multilingual skills. Provides friendly, courteous service to traveling passengers by assisting with directions, information and processing through the Federal Inspection Service (FIS) area to ensure convenient travel through the Houston Airports. Supports management in a leadership role by performing assigned tasks to include oversight of the common use areas, team scheduling and positive performance feedback.

RESPONSIBILITIES:

- Supports the Supervisory team by preparing daily work schedules, performing daily radio and communication device distribution, assisting with scheduling and monitoring breaks.
- Provides mentoring and coaching to team members to meet organizational goals.
- Oversight of common use areas: Inspection of the baggage carousel, Ticket Counters etc.
- Management of the baggage service office and working with stakeholders on computers system request for displaying information.
- Coordinates with Airlines and Customs Border Protection (CBP) to ensure passengers process through Federal Inspection Services Primary inspection area in an expeditious manner.
- Facilitates International passenger's departures and arrivals through the FIS in collaboration with CBP leadership and Stakeholders to exceed the department passenger processing goals.
- Uses multilingual skills, 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.
- Promotes collaboration and values passenger, business partner and team member input to improve the overall international passenger processing experience and make the passengers happy.
- Responsible for all aspects of the customer experience including information booth coverage and lost and found to seek solutions and corrective actions to ensure the airport is five-star quality.
- Inspect, report and schedule facility irregularities to ensure opening day fresh.
- Promotes a safe, secure and healthy environment for internal and external customers through the Safety Management System (SMS) program.
- Comply with departmental policies, procedures and enforces regulatory compliance relative to operational activities.
- Supports the International Services Departmental fiscal year budget goals.

RESPONSIBILITIES: (continued)

- Support special events, facilitation of dignitaries, heads of state, and VIPs.

SPECIFICATIONS:

KNOWLEDGE:

Requires a Bachelor's Degree. Directly related professional experience in airport operations or customer service above the required years of experience may be substituted for the above education requirement on a year-for-year basis.

Representative must be able to read, write, speak and translate English and foreign language to answer customer inquiries and review documents.

LICENSE/CLEARANCE:

Requires a valid Class C Texas driver's license and compliance with the City of Houston's policy on driving (AP 2-2).

Must be able to pass a criminal background check and obtain and maintain federally mandated security clearances for working at an airport.

EXPERIENCE:

Three years of experience using bilingual or multilingual skills in a customer service environment and one year of experience assisting passengers in an airport environment is required.

COMPLEXITY:

Work consists of standard procedures and tasks where moderate to complex analytic ability is required in following regulations, guidelines, policies and procedures.

IMPACT OF ACTIONS:

Errors in work cause some expense and inconvenience. Work is typically performed under moderate to limited supervision with standard operating procedures. The incumbent functions under general review and at times autonomously, with the supervisor available to answer more difficult questions.

SUPERVISION EXERCISED:

Direct Supervision:

May involve general scheduling and review of work as a "working supervisor" or lead person on a shift.

Indirect Supervision:

No indirect reports.

CONTACTS:

Internal Contacts:

Level of internal contact is primarily with professionals and supervisors. Interaction requires considerable tact and cooperation involving somewhat sensitive issues or problems.

External Contacts:

Level of external contact is primarily with citizens, visitors and/or mid-level representatives of government agencies, guests, vendors and professional contacts with allied organizations. Interaction requires considerable tact and cooperation involving somewhat sensitive issues or problems.

PHYSICAL EFFORT:

The position routinely requires lifting of moderately heavy items, such as barricades, construction cones or equipment (up to 50 pounds) and/or very long periods of walking on rough surfaces on a routine basis.

WORK ENVIRONMENT:

There are routine discomforts from exposure to moderate heat, cold, moisture/wetness and unpleasant air conditions. The position may involve routine exposure to soiled materials and light chemical substances such as paints and cleaning solutions.

PHYSICAL SKILL:

Requires the ability to make coordinated eye/hand movements within fairly fine tolerance and/or calibration demands; or the ability to make closely coordinated eye/hand movements on a patterned response space within moderate tolerance demands.

MISCELLANEOUS:

All duties and responsibilities may not be included in the above job description. Performs related work as required. This is a safety impact position and Tier I designation.

JOB FAMILY:

Airport Service Representative I
Airport Services Representative II
Senior Airport Services Representative
International Services Supervisor
Division Manager – International Services

Effective Date: May 2020