



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 936.6

Job Title: **SENIOR SPECIAL SERVICE REPRESENTATIVE**

Pay Grade: 15

GENERAL SUMMARY:

Using multilingual skills, delivers friendly, courteous service to traveling passengers by providing directions, information and processing through the Federal Inspection Service area to ensure convenient travel through the Houston Airport System.

RESPONSIBILITIES:

- Schedules airport tours, ensures materials used in the information booths are available and compiles airport tour information packets and giveaways.
- Provides passengers, medical patients and airline personnel with directions and information regarding the Houston Airport System's terminal facilities and services.
- Assists passengers in completing declaration forms and other Federal Inspection Service paperwork.
- Assists passengers with connections to different terminals and airlines.
- Aids medical patients with arrangements to and from the Medical Center.
- Meets and greets international passengers to resolve their concerns regarding customs and immigration procedures.
- Using multilingual skills, assists Federal Inspection Service representatives in helping non-English speaking individuals 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.

SPECIFICATIONS:

KNOWLEDGE:

Requires a high school diploma or a GED.

EXPERIENCE:

Two years of experience using bilingual or multilingual skills in a customer service environment are 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 extremely infrequent with virtually no contact beyond the immediate work unit/area. Interaction involves some explanation and persuasion leading to resolution of moderately complex issues; e.g., project coordination and higher-level problem resolution.

External Contacts:

Level of external contact is extremely infrequent with virtually no outside contact. 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