CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 937.4

Job Title: **AIRPORT CUSTOMER SERVICE AGENT**

Pay Grade: 13

GENERAL SUMMARY:

Provides courteous and timely service to traveling passengers by assisting with directions, information, and problem resolution to ensure convenient travel through the airports of the Houston Airport System. Supports terminal operations as needed and enforces airport protocols.

RESPONSIBILITIES:

- Provides customer service to passengers and guests by responding to inquiries, assisting with wayfinding and directions, and offering information on airline operations, schedules, airport services, retail and dining options, and safety/security regulations.

- Supports special events, facilitation of dignitaries, VIPs, and disabled passengers; assists with lost and found and the volunteer program.

- Supports passengers, guests, and operational activities during emergencies, outages, construction-related closures and other irregular operations. During emergencies, acts as a field liaison and maintains order following the Airport Emergency Plan and other airport rules and regulations.

- In accordance with CFR 1542, which covers airport security and safety, notifies supervisor of any unsafe conditions, violations and/or discrepancies at landside facilities and terminals. May monitor security access points, challenge airport badges, conduct periodic and random terminal checks, in partnership with all stakeholders, tenants, contractors and other governmental agency representatives.

- Recommends improvements to the customer experience, such as passenger processing and facility aesthetics, based on observations and/or input of passengers, business partners and team members.

- Responds to calls for assistance by customers and the Integrated Coordination Center (ICC) in a timely manner. Addresses and deescalates situations as appropriate and takes necessary corrective actions to remedy issues that arise.

- Completes daily reports/logs of all activities conducted during a shift.

- Contributes to the team by performing other duties as assigned.

SPECIFICATIONS:

KNOWLEDGE:
Requires a high school diploma or a GED.

EXPERIENCE:
Two years of experience in customer service, airport operations, airport security, and/or airport safety are required.

SPECIFICATIONS (continued):

Substitution: An Associate's or Bachelor's degree in aviation management, airway science, criminal justice, law enforcement, business administration, public administration, hospitality, or a related field can substitute for the experience requirement.

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

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 close to moderate supervision of routine duties to ensure completion of tasks. The supervisor is generally close by to answer questions.

SUPERVISION EXERCISED:

Direct Supervision:
No direct report employees.

Indirect Supervision:
No indirect reports.

CONTACTS:

Internal Contacts:
Level of internal contact is primarily with the clerical and technical staffs. Interaction involves routine information exchange and/or simple service activity requiring common courtesy; e.g., answering questions, giving directions in response to simple requests.

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 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 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.

JOB FAMILY:

Airport Customer Service Agent / Traffic Operations Agent
Terminal Operations Officer
Airport Terminal Operations Supervisor

Effective: September 2025