



Career Service Authority
Aviation Customer Service Agent

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GENERAL STATEMENT OF CLASS DUTIES

Performs aviation customer service work at concourse and terminal information booths, airport call center, and other public areas of the airport, providing information and problem resolution to aviation passengers and the public at Denver International Airport.

DISTINGUISHING CHARACTERISTICS

This class performs aviation customer service work providing information and problem resolution to aviation passengers and the public at Denver International Airport. It is distinguished from the 31-1 Customer Service Agent that performs specialized and/or technical call center duties. It is also distinguished from a 911 Operator which performs telephone public contacts work receiving emergency calls to the police department, the fire department, emergency medical services, other similar emergency services, and performs data retrieval work operating computer terminals. It is distinguished from the Administrative Support Assistant IV which performs specialized and/or technical office support work that requires detailed knowledge of a specialized/technical area.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices or precedents may be discussed with the supervisor before being initiated.

Level of Supervision Received and Quality Review:

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

Interpersonal Communications and Purpose:

Contacts with the public or employees where explanatory or interpretive information is exchanged, defended, gathered and discretion and judgment are required within the parameters of the job function.

Contacts with the persons under stress or emergency conditions where an immediate service is rendered according to established procedures or instructions.

Level of Supervision Exercised:

Performs leadwork on a rotating basis

ESSENTIAL DUTIES

Responds to requests for information and service from passengers and the general public regarding airline operations, security regulations and wait times, ground transportation resources, accommodations, passenger tracking, and other available customer service resources.

Answers incoming calls to the Aviation Customer Service call center and provides requested information immediately or forwards to the appropriate source of information.

Retrieves, enters, and updates information from computer databases and informational web pages.

Utilizes an overhead public address system in order to page a variety of individuals and make announcements.

Monitors airport terminal and concourse areas for conditions that compromise safety, security, and efficiency and reports issues to the appropriate authority.

Directs passenger flow for admittance to security screening stations to minimize passenger wait times.

Gathers and reports wait times for security screening for publication and broadcast.

Provides assistance to passengers in emergency situations such as weather events, security breaches, train failures, and security level changes. Distributes basic necessities to stranded passengers during weather related shutdown periods.

Provides assistance to individual passenger and citizen emergencies such as missed flights, lost children and elderly relatives, and missing baggage utilizing airport and community resources.

Directs passenger flow and provides assistance for international passengers required to receive Federal customs clearance.

Performs leadwork on a rotating basis to provide coordination of staffing of information booths and security line management of passenger flow. Represents Guest Services at daily operational meetings with other airport operational organizations, airlines, Transportation Security Administration (TSA), and contract security providers.

Performs other related duties as assigned or requested.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

MINIMUM QUALIFICATIONS

Competencies, Knowledges & Skills:

Customer Service – Works and communicates with clients and customers to satisfy their expectations. Committed to quality services.

Integrity/Honesty – Displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self, and others; chooses an ethical course of action; is trustworthy.

Conscientiousness – Displays a high level of effort and commitment towards performing work; demonstrates responsible behavior.

Flexibility – Adapts quickly to changes.

Interpersonal Skills – Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others; relates well to different people from varied backgrounds and different situations.

Self-Esteem – Believes in own self-worth, maintains a positive view of self, and displays a professional image.

Listening – Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

Self-Management – Sets well defined and realistic personal goals; monitors progress and is motivated to achieve; manages own time and deals with stress effectively.

Speaking – Uses correct English grammar to organize and communicate ideas in words that are appropriate to listeners and situations; uses body language appropriately.

Teamwork – Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works with others to achieve goals.

Reading – Learns from written material by determining the main idea or essential message. Recognizes correct English grammar, punctuation, and spelling.

Reasoning – Discovers or selects rules, principles, or relationships between facts and other information.

Manages and Organizes Information – Identifies a need; gathers, organizes, and maintains information; determines its importance and accuracy, and communicates it by a variety of methods.

Memory – Recalls information that has been presented previously.

Technical Competence – Knowledge of the specialized/technical area. Refers to specialized knowledge that is acquired through formal education or extensive on-the-job experience.

Decision Making – Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, and evaluates and chooses the best alternative in order to make a determination, draw conclusions, or solve a problem.

Knowledge of airport service and resources sufficient to be able to assist the traveling public.

Knowledge of Federal and City laws, policies, and procedures sufficient to be able to monitor and report conditions in the airport that affect safety and security and create efficient passenger flow.

Skill in operating a telephone system and radio.

Skill in operating a computer to enter information into a database and navigate the internet to retrieve information.

Skill in communicating in stressful situations and with large groups.

Physical Demands:

Standing: remaining on one's feet in an upright position.

Walking: moving about on foot.

Sitting: remaining in the normal seated position.

Carrying: transporting an object usually by hand, arm, or shoulder.

Reaching: extending the hand(s) and arm(s) in any direction.

Handling: seizing, holding, grasping, or otherwise working with hands.

Fingering: picking, pinching, or otherwise working fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

Vision Far Acuity: ability to see clearly at 20 feet or more.

Vision Near Acuity: ability to see clearly at 20 inches or less.

Depth Perception: ability to judge distance and space relationships.

Field of Vision: ability to see peripherally.

Accommodation: ability to adjust vision to bring objects into focus.

Working Environment:

Subject to varying and unpredictable situations.

Subject to many interruptions.

Pressure due to multiple calls and inquiries.

Education Requirement:

Graduation from high school or possession of a GED Certificate.

Experience Requirement:

Three years of customer service work for airlines, call centers, hospitality, ground transportation, or related industries.

Education/Experience Equivalency:

A combination of appropriate education and experience may be substituted for the minimum education and experience requirement.

CLASS DETAIL

FLSA CODE: Non-exempt

ESTABLISHED DATE: 09/16/1995

REVISED DATE: 01/16/2007

REVISED BY: Steve Adkison

CLASS HISTORY The class was last reviewed in December of 1997. The class title is being changed and the class specification updated to reflect the current duties and the current class specification format. The minimum qualifications were also modified.