

## Career Service Authority

### *Aviation Tour Guide*

Revised Date 09/10/96  
Revised By Patricia Anderson  
FLSA Code Non-Exempt  
Est. Date 09/16/95

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#### ***General Statement of Duties***

Performs public information work in guiding tours through terminal facilities of the airport.

#### ***Essential Duties and Knowledge, Skill, and Ability Requirements***

1. Leads groups of people through the airport while delivering related information designed for each group.
  - *Skill in communicating and presenting factual information relative to the work assignment.*
  - *Skill in communicating clearly and concisely to elicit and/or present explanatory or interpretive information.*
2. Explains functions of airport facilities such as baggage claim, security, and other activities.
  - *Skill in understanding and following oral, illustrated, written or demonstrated instructions.*
  - *Skill in communicating and presenting factual information relative to the work assignment.*
  - *Skill in communicating clearly and concisely to elicit and/or present explanatory or interpretive information.*
3. Conducts tours through passenger aircraft explaining the primary points of interest.
  - *Skill in understanding and following oral, illustrated, written or demonstrated instructions.*
  - *Skill in communicating and presenting factual information relative to the work assignment.*

- *Skill in communicating clearly and concisely to elicit and/or present explanatory or interpretive information.*
- 4. Represents the airport at community and school functions to provide information.
  - *Knowledge of airport procedures sufficient to be able to provide information and act as a resource.*
  - *Skill in communicating and presenting factual information relative to the work assignment.*
- 5. Schedules tours and mails out confirmation notices.
  - *Skill in compiling and assembling information to distribute.*
  - *Skill in maintaining and recording information accurately.*
- 6. Performs other related duties as assigned or requested.

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*Any one position may not include all of the duties listed. However, the allocation of positions to this class will be determined by the amount of time spent in performing the primary duties listed above.*  
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## ***Job Requirements***

### **Level of Supervision**

No supervisory responsibility

### **Guidance and Decision Making**

Procedures, methods, and techniques to be used are well established with options to be considered well defined. Detailed oral and/or written instructions are normally given during the training period. Duties assigned are primarily routinized, repetitive, and restricted in intricacy with little or no discretion in how they are carried out. Work product is subject to continual review.

### **Interpersonal Communications**

Contacts with the public or employees where factual information relative to the organization or its functions is received and relayed, or a service rendered, according to established procedures or instructions.

### **Physical Demands**

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

Walking: moving about on foot

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

Balancing: maintaining body equilibrium to prevent falling over.

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 Requirements**

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

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.

Color Vision: ability to distinguish and identify different colors.

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

**Mental Demands**

Memorization

Oral Comprehension

Spatial Orientation.

Written Comprehension

**Minimum Education**

Graduation from high school or possession of a GED Certificate desirable.

**Minimum Experience**

One year of experience performing public contact work.