



Office of Human Resources
Aviation Customer Service Agent II – CC3450
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General Statement of Duties

Performs aviation customer service work in the airport customer relations center, and other public areas of the airport as assigned. Provides information specific to DEN along with products and services provided by partners/stakeholders. Serve as a customer advocate, providing customers with timely and accurate information along with issue resolution.

The position has practical knowledge and experience of all Customer Service operational functions that are performed by the Aviation Customer Service Agent I.

Distinguishing Characteristics

This class performs aviation customer service work enhancing the overall customer experience along with providing information and problem resolution for aviation customers and the public at Denver International Airport. It is distinguished from the 311 Customer Service Agent who provides comprehensive customer service, in a contact center environment, by responding to a variety of customer requests for information while providing thorough, complex, and accurate information regarding services and procedures in the City and County of Denver.

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. The Aviation Customer Service Agent is distinguished from the Aviation Customer Service Agent Supervisor, who supervises the customer service staff that performs aviation customer service work at concourse and terminal information booths, airport customer relations center, and other public areas of the airport, providing information and problem resolution to aviation passengers and the public at Denver International Airport.

Essential Duties

Assists customers via telephone, email, web chat, live agent, social media, text messaging and through other written communication specific to inquiries or problems related to services provided by Denver International Airport.

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

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

Creates or accesses cases in the Customer Relationship Management (CRM) module to enter information on customer inquiries or problems and to provide updates on previously created cases; enters resolutions provided to customers and assigns cases or creates service orders for various partner departments and agencies.

Acts as a liaison between the customer and department or agency staff by following up on customer requests or complaints and solving problems related to service issues; possesses the authority to resolve discrepancies in airport provided services.

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

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.

Utilizes a variety of technology devices to assist customers with information requests and maintains a current level of knowledge about Denver International Airport by attending training, airport briefings and meetings with managers, supervisors and stakeholders.

Works towards key performance indicators to exceed customers expectations related to speed, efficiency and accuracy of information.

General

Performs other related duties as assigned.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

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.

Competencies

Customer Service - Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

Information Management - Identifies a need for and knows where or how to gather information; organizes and maintains information or information management systems.

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

Oral Communication - Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

Problem Solving - Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

Writing - Writes in a clear, concise, organized, and convincing manner for the intended audience.

Knowledge & Skills

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.

Level of Supervision Exercised

By position, performs lead work.

Education Requirement

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

Experience Requirement

Two (2) years of customer service work for airlines, call center, hospitality, ground transportation or other industries.

Education & Experience Equivalency

Additional appropriate education may be substituted for the minimum experience requirements.

Licensure & Certification

By position, requires a valid Driver's License at the time of application.

Licenses and certifications must be kept current as a condition of employment.

Working Environment

Subject to varying and unpredictable situations.

Subject to many interruptions.

Pressure due to multiple calls and inquiries.

Specialized work is performed while sitting in a confined workspace and requires wearing a headset.

Shift work includes scheduled breaks and lunches.

Shift work may involve varying days off, working holidays and weekends, and may be subject to changing work schedule.

Level of Physical Demand

3-Medium (20-50 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Carrying: Transporting or moving an object.

Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.

Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.

Lifting: Moving objects weighing no more than 50 pounds from one level to another.

Reaching: Extending the hands and arms or other device in any direction.

Repetitive motions: Making frequent or continuous movements.

Sitting: Remaining in a stationary position.

Standing: Remaining in a stationary position.

Talking: Communicating ideas or exchanging information.

Walking: Ability to move or traverse from one location to another.

Background Check Requirement

Criminal Check

Employment Verification

By position, Motor Vehicle Record

Assessment Requirement

Customer Service Agent - Non Compliance

Probation Period

Six (6) months.

Class Detail

Pay Grade: NE-11

FLSA Code: N

Established Date: 7/30/2023

Established By: GS

Revised Date:

Revised By:

Class History: New Classification as a result of CN1786.