



Office of Human Resources  
Aviation Customer Service Agent Lead – CC3226  
THIS IS A PUBLIC DOCUMENT

### General Statement of Duties

Performs regularly assigned lead work in aviation customer service within public areas of the airport. Serve as a customer advocate, providing customers with timely and accurate information along with issue resolution. Supports information booths, international arrivals, customer relations, meet and greet services.

### Distinguishing Characteristics

This class is part of the Aviation Customer Service Agent class series. There are five levels within this series and it is distinguished from other customer service positions in the city by the specific nature of this type of work at Denver International Airport.

- Aviation Customer Service Agent I
- Aviation Customer Service Agent II
- Aviation Customer Service Agent Lead
- Aviation Customer Service Supervisor
- Aviation Customer Service Manager

### Essential Duties

Leads a team who responds to requests for information and service from passengers and the general public.

Assists supervisor with leading a team of agents assigned to an area of customer service.

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.

Directs passenger flow throughout various queue lines and provides secondary assistance for international passengers required to receive Federal customs clearance. Has knowledge and proficiency of international documentation, programs and policies.

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. Audits cases and provides feedback to employees.

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. Assists staff with complex or unusual requests.

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

Provides assistance to passengers and gives direction to team members in emergency situations such as weather events, security breaches, train failures, and security level changes. Acts as the liaison with DEN departments regarding the distribution of 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.

Performs quality assurance audits of agents to ensure a high level of customer service is being provided and customer expectations are being met/exceeded. Develops audit finding reports and share data and recommendations for improvement with leadership.

Develops or modifies work plans, methods, and procedures, determines work priorities, and develops work schedules to provide adequate staff coverage.

Provides work instruction and assists employees with difficult and/or unusual assignments.

Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.

Resolves problems encountered during daily operations and determines appropriate solutions.

Contributes to the development of the performance enhancement plan, documents performance, provides performance feedback, and furnishes information for the formal performance evaluation.

Responds orally to informal grievances and relays information to the supervisor.

Documents situations which may be cause for disciplinary action and provides this information to the supervisor.

### **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**

Performs regularly assigned lead work over Aviation Customer Service Agents.

**Education Requirement**

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

**Experience Requirement**

Four (4) years of customer service work for airlines, call centers, hospitality, ground transportation, or related industries.

**Education & Experience Equivalency**

Additional appropriate education may be substituted for one (1) year of 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-12**

**FLSA Code: N**

**Established Date: 10/06/2019**

**Established By: BM**

**Revised Date: 7/30/2023**

**Revised By: GS**

**Class History: 6/25/2023- Pay grade revised as a result of CN1774.**

**7/30/2023- Revisions to duties, and grade revised as a result of CN1786.**