



Job Description

Job Title: Customer Service Representative	Date: April 2019
Department: Police	FLSA Status: Non-exempt
Reports to: Chief of Airport Police	Pay Grade:

Introduction

This position involves assisting passengers, visitors and other employees at the Lincoln Airport.

Essential Functions

- Other duties may be assigned.
- Assist passengers with transporting luggage and articles to and from automobiles at curbside, parking garage, parking lots, and within the terminal building.
- Assist individuals by providing wheelchair assistance and other reasonable requests.
- Answer questions and provide information regarding the airport, city and state.
- Conduct tours of the airport.
- Inspect the public areas of the terminal for cleanliness and report issues.
- Intra-office mail duties.
- Be alert to systems to detect serious malfunction of elevators, escalators, fire alarms, emergency doors, heating, air-conditioning, or ventilating systems.
- Conduct themselves in a pleasant and courteous manner at all times.
- Do not accept tips, favors or other inducements in connection with their duties.
- Assist passengers with local transportation and lodging services.
- Provide local transportation to passengers when necessary and approved.

Qualification Requirements

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Must possess when hired, and maintain while employed, a valid State of Nebraska driver's license and agree to a records check.
- Must qualify and be insurable, at normal rates, under Airport Authority vehicle liability and workmen's compensation insurance policies.
- Must agree to at least a ten (10) year employment verification and criminal history check.
- Must be at least 18 years of age.

Education and/or Experience

- High school diploma or general education degree (GED) and related experience and/or training; or equivalent combination of education and experience which provides the desirable knowledge, abilities and skills.

Required Knowledge, Skills and Abilities

- Performs all work duties and activities in accordance with Airport policies, procedures and safety practices.
- Exhibit a friendly, knowledgeable, professional and pleasant demeanor.
- Learns and maintains familiarity with aviation and airline industry terms.
- Must be able to read, speak and write English fluently.
- Must have adequate computer skills.
- Must be flexible, have excellent interpersonal skills, and the ability to work well with all levels of management, staff, the public and airport vendors.
- Must have excellent attention to detail, be organized, accurate and reliable.
- Recognize and maintain the confidentiality and sensitivity of certain documents and knowledge.
- Have the ability to be part of a team to accomplish the necessary work.
- Ability to plan, organize, evaluate and prioritize work assignments by working independently or as a team.
- Ability to understand and follow moderately complex oral and written instructions.
- Ability to exhibit independent initiative and prioritize assignments as well as take direction from supervisors.
- Ability to quickly learn and put to use new skills and knowledge brought about by changing information and/or technology.
- Ability to attend work regularly at the designated place and time.
- Ability to effectively present information in one-on-one and small group situations to customers, tenants, and other employees of the organization.
- Must agree to and successfully complete a drug screen in accordance with the Authority's Drug-Free Workplace program.
- Must possess a valid State of Nebraska driver's license and must qualify for and be insurable, at normal premium rates, under the Airport Authority vehicle liability and workmen's compensation insurance policies.

Physical Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Physical requirements include the following tasks and abilities:

- Ability to sit, climb or balance, stoop, kneel, crouch, stand and walk.
- Specific vision abilities required such as close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
- Stand for extended periods of time up to 2 hours.
- Occasionally lift and/or move up to 50 pounds.
- Regularly talk and hear.

Safety Requirements

Adherence to standards established in the LAA Employee Handbook, Policy Directives, Airport Rules & Regulations, Standard Operating Procedures, LAA Safety & Health Program and all other established safety requirements applicable to the position is required.

Condition of Employment

Employee is required to meet the above significant duties, qualifications, working conditions, physical requirements, personal protective equipment (PPE) requirements, and relationship requirements. Approval of pre-employment reference check, skill assessment testing, and MVR (motor vehicle report), and other requirements as per Company policy. Approval of post-offer drug/ alcohol and medical evaluations are conditions of employment.

Performance Indicators

Performance indicators utilized in developing individualized goals during the performance evaluation process:

- Completion of responsibilities listed in this job description with integrity & self-initiative in a timely, safe, ethical and organized manner.
- Maintenance of confidentiality of all employee records and proprietary information.
- Accurate, timely and complete documentation of work.
- Effective utilization of time and available resources.
- Management and employee satisfaction with quality & quantity of work performed.
- Continued professional growth and development.
- Continued proficiency and productivity to meet Airport Authority expectations and standards while working as part of a team.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate. While performing the duties of the job, the employee occasionally works in outside weather conditions.

Summary

The statements contained in this job description reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility. It should not be considered an all-inclusive listing of work requirements. Individuals shall be expected to perform other duties as assigned, including work in other functional areas to cover absences or provide relief, to equalize peak work periods or otherwise to balance the work load.

Following an offer of employment, and prior to starting work, individuals must have a pre-employment physical examination by a physician designated by the Authority. A drug screening will also be required as will a security back ground check. These examinations will be paid for by the Authority. Satisfactory clearance to perform essential job functions and negative drug test results will be required for employment.