



Office of Human Resources
Aviation Customer Service Agent - CC2482
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General Statement of Duties

Performs aviation customer service work at various strategic locations within the concourse and terminal buildings, airport customer relations center, and other public areas of the airport, providing information, customer relations, meet and greet/concierge services, and problem resolution to aviation passengers and the public at Denver International Airport.

Distinguishing Characteristics

This class performs aviation customer service work providing information, meet and greet services and problem resolution to 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

The essential duties section is divided into two categories: 1) general duties that are applicable to all Aviation Customer Service Agents and 2) specific duties applicable to a functional area. The specific functional areas are Aviation Customer Relations Agent and Aviation Concierge Agent. The duties performed by incumbents may be described in more than one specific area.

Aviation Customer Information Agent duties for all functional areas

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.

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 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.

Directs passenger flow throughout various queue lines and provides secondary assistance for international passengers required to receive Federal customs clearance.

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 other duties as assigned.

Aviation Customer Relations Agent

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

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.

Aviation Concierge Agent

Directs passenger flow throughout various queue lines and provides primary assistance for international passengers required to receive Federal customs clearance.

Provides meet and greet and concierge style services to VIP guests arriving and departing Denver International Airport, working closely with internal and external stakeholders.

Drives airside and landside in city vehicle transporting VIP guests to predetermined destinations always maintaining required levels of training to drive a city vehicle.

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.

Staffs VIP/Concierge Lounge and provides VIP guests with various business center services such as internet access and copy/printing services.

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

Three (3) 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 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: C-613

FLSA Code: N

Established Date: 9/21/2018

Established By: LS

Revised Date:

Revised By:

Class History: