



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

Performs aviation customer service work at various strategic locations within the concourse, terminal and Customer Relations Center providing airport product and service information. Make recommendations for food, beverage and retail and provide group assistance/meet and greeting services. Serve as a customer advocate, proactively identify, and report issues in customer facing areas and problem resolution to aviation passengers and the public at Denver International Airport.

Distinguishing Characteristics

This class performs aviation customer service work providing information and aids in the overall customer experience and problem resolution to aviation customers and the public at Denver International Airport

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 Lead Agent, who assists the Aviation Customer Service Agent Supervisor with customer operational, administrative and agent support. 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

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, accommodation, 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. Use camera technology as trained 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 necessities to stranded passengers during weather related shutdown periods.

Utilizes a variety of technological devices including the overhead paging address system to assist customers with information requests and make announcements.

Maintains a current level of knowledge about Denver International Airport by attending training, airport briefings and meetings with managers, supervisors, and stakeholders.

Directs passenger flow through various queue lines and provides assistance for passengers. Has proficiency in international documentation, programs, and policies.

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

Customer Relations Specific 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.

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.

Perform 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 on 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 and how to gather information and organizes and maintains information or information management systems.

Interpersonal Skills - Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relate 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 and analyzes problems; uses sound reasoning to arrive at conclusions; finds alternative solutions to complex problems; distinguishes relevant and irrelevant information to make logical judgments.

Working with People - Shows respect for the views and contributions of other team members. Shows empathy, listens, supports, and cares for others, and reconciles conflict.

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

Knowledge & Skills

Knowledge of airport service and resources is 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 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 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

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

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: NE-11

FLSA Code: N

Established Date: 7/30/2023

Established By: GS

Revised Date: 5/24/2026

Revised By: AOF

Class History: 9/1/25 – Removed Default Assessment Test per TA/HRTI audit; 5/24/26 - Revised job title per CN1891.