

## MISSOULA COUNTY AIRPORT AUTHORITY

### **JOB TITLE: Customer Service/Ground Handling Agent**

#### **JOB SUMMARY:**

Under the general direction of the Ground Handling manager performs all aspects of airport and passenger service functions for the traveling public.

#### **TYPICAL DUTIES:**

(The following are intended to illustrate typical duties and responsibilities; they are not intended to be all- inclusive or restrictive.)

A Customer Service Agent performs all aspects of airport and passenger service functions including:

- Greet and assist all customers in a prompt, friendly and courteous manner
- Present oneself in a positive and professional manner at all times
- Passenger ticketing, check-in and boarding
- Check and accept passenger baggage
- Airline service fee collections
- Comply with all airline safety and security procedures
- Maintain thorough knowledge of all applicable policies and procedures
- Assist passengers with special needs
- Provide passengers with general travel information and answer general inquiries
- Assist with lost or damaged luggage claims
- Cleaning and servicing of aircraft cabins, lavatories and galleys
- Support of ground handling team as needed
- Provide clear and accurate communication to passengers, co-workers, flight crew and vendors

A Ground Service Agent performs all aspects of airport and passenger service functions including:

- Ramp setup and equipment operation
- Loading/Unloading Passenger baggage weighing up to 100lbs.
- Completion of operational paperwork
- Cleaning and organization of work areas
- Other duties as assigned
- Comply with all airline safety and security procedures

#### **REQUIRED KNOWLEDGE SKILLS AND ABILITIES:**

- Be at least 16 years of age
- High school diploma or GED (Preferred)
- Must hold a valid Montana Driver's License
- Must be able to show proof of right to work in the U.S.
- Report to work on a regular and timely basis
- Possess strong communication skills
- Able to work in high stress situations under tight time constraints

- Proficient computer use and familiarity
- Ability to read, write, speak and understand English
- Able to work nights, weekends, holidays and varying schedules
- Must successfully complete a background investigation, including FBI fingerprints, criminal history and pre-employment drug test

### **WORKING CONDITIONS**

Work environment is dictated by the activities of the airport, duties will occur both indoors and outdoors, under adverse weather conditions. Extended periods in difficult work environments may occur as a result of emergency conditions. The position may intermittently be subject to stress as a result of critical time schedules, human behavior, and emergency conditions.

- Position is subject to shift work outside traditional hours, emergency call out, and extended operating days.
- Requires occasional heavy lifting up to 100 pounds.
- Requires standing for extended periods, climbing, walking, reaching, stooping, crouching, kneeling and crawling.
- Work environment noise level is frequently loud.
- May be exposed to toxic chemicals, noxious odors and vibrations due to the nature of the job.
- Position will experience short notice shift changes.

### **SPECIAL REQUIREMENTS:**

- Must pass physical ability examination prior to employment and periodically thereafter
- Must successfully complete a background investigation, including FBI fingerprints, criminal history and pre-employment drug test