

**JOB DESCRIPTION  
CITY OF SPRINGFIELD**

**HUMAN RESOURCES DEPARTMENT  
EMPLOYMENT AND  
COMPENSATION DIVISION**

Job Title: Airport Customer Service Representative  
Sch & Grade PAT-3  
Class Code FE55  
FLSA Status Non-Exempt  
Bargain Unit Elig. AFSCME  
Occupational Group Administrative Support

**PRIMARY PURPOSE:**

Performs customer service duties along with various office support tasks and responsibilities including handling large volume of cash, data entry, and the processing of receipts. Work is performed within established laws, policies and guidelines.

**SUPERVISION:**

Under direct supervision.

**DESCRIPTION OF WORK:**

**ESSENTIAL FUNCTIONS:**

1. Responds to in-person and telephone inquiries from the flying public. Dispatches product and service requests in a professional and timely manner for Airlines, Cargo, Corporate, Charter and General Aviation aircraft
2. Schedules GA Conference Room within established guidelines.
3. Receives money from the public by means of mail and in-person payments including verifying payment amounts, posting payment data, documenting appropriate information, and issuing change and receipts.
4. Prepares, processes, maintains and retrieves a variety of information, records and reports into computerized systems.
5. Follows direction requiring specific attention to details and decision-making within established guidelines, policies, and procedures.
6. Balances monies received daily, makes appropriate tabulations, and submits required reports.
7. Completes appropriate documentation and data entry of EPOS payments as required.
8. Reads, understands, explains and enforces a variety of information including established Airport and TSA/FAA policies, guidelines, procedures, ordinances, etc.
9. Operates a variety of office administration equipment such as copy machines, fax machines, calculators, 10-key by touch, etc.
10. Operates various communications equipment as required, such as two-way radios to receive or transmit information.
11. Monitor GA ramp access gate, allowing access to authorized vehicles only.
12. Monitor GA controlled flight line door, allowing authorized persons access only
13. Communicate with 911 relaying information to and from Airport Police and/or Aircraft Rescue Fire Fighter personnel due to medical emergencies and/or aircraft emergencies
14. Assist General Aviation pilots/passengers with customer service needs (i.e.) Car Reservations, Limo/Shuttle Reservations, Hotel Reservations, Catering Orders, etc.
15. Ability to give accurate and detailed directions in and around the Springfield and Branson areas
16. Delivers billing information and other correspondence to Air Carriers, Cargo Carriers and Airport Administration Offices
17. May assist in shuttling passengers to/from the main terminal when workload demands.

**IMPORTANT FUNCTIONS:**

1. Generates form letters and other brief correspondence and sends to appropriate parties.
2. Retrieves files to update and verify information.

*Performs related work as required.*

**QUALIFICATIONS REQUIRED:**

Any combination of education, training, and experience providing the following knowledge, skills, and abilities:

**Knowledge**

Knowledge of modern office practices, standard English usage, and basic math principles as related to payment schedules and collection including balancing cash drawers.

**Abilities**

Make rapid and accurate calculations; maintain appropriate level of confidentiality as established by Airport and Transportation Security Administration/Federal Aviation Administration statute; read, understand, and explain a variety of information; operate standard office equipment including a demonstrated ability in the areas of input and retrieval of information in a computerized system; follow oral and written instructions; keep accurate and comprehensive records; handle a large volume of public contact, including difficult situations, in a pleasant and efficient manner; work independently within established guidelines; communicate effectively both verbally and in writing; ability to handle multiple tasks in a timely and courteous manner; effectively welcome and embrace differences among employees and citizens; perform effectively as a member of a team in carrying out the city's stated mission and philosophy as well as the Airport Board's goals and objectives; deal effectively and courteously with associates and the general public; perform the essential functions of the job without posing a direct threat to the health and safety of others.

**Experience, Education, and Training**

At least one year of experience in customer service and general office work with a background in dealing with the public both through in-person and telephone contact or one year of customer service and experience in high volume cash handling environment such as a bank teller. Experience in handling money and making basic financial calculations is required. Some computer experience is desirable.

**Physical Requirements**

Performs bending, sorting, and reaching to both ground level and overhead as required for such tasks as filing; lifts, carries, pushes and pulls up to 25 pounds; holds and grips objects; subject to sitting and standing for long periods of time; must possess ability to operate a computer keyboard.

**Working Environment**

Indoors with heating and cooling regulated in a general office environment.

**Licensing/Certification**

None.

**Miscellaneous Requirements**

Must be able to pass a security background check. Must be able to successfully pass a credit check.

<b>Last Revision:</b>	January 31, 2012	<b>GENERAL ORDINANCE NO. 5278</b>
<b>Comments:</b>	Updated Abilities	<b>Date:</b> 2003

<b>I have read the foregoing job description in its entirety and understand its contents. I can perform the essential functions outlined with or without reasonable accommodation under the Americans with Disabilities Act.</b>	
<b>Signed:</b> _____	<b>Date:</b> _____