

MISSOULA COUNTY AIRPORT AUTHORITY

JOB TITLE: Terminal Ambassador (Seasonal)

REPORTS TO: Deputy Director

CLASSIFICATION: Hourly, Non-Exempt

DATE APPROVED: January 10, 2019

JOB SUMMARY:

Under the general direction of the Deputy Director, provides customer service and assistance to the traveling public at the Missoula Montana Airport.

ESSENTIAL DUTIES:

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

- Serve as an ambassador and represents the Missoula Montana Airport in a professional, positive, friendly and courteous manner.
- Coordination/management of airline and TSA passenger queues to help manage congestion and associated wait times
- Support and assist general airport terminal operations and services
- Communicate passenger concerns, comments and observations to airport executive team
- Provide passengers with general travel information and answer general inquiries
- Assist passengers with special needs
- Coordinate/management of traffic on front curb of airport
- Comply with all airport safety and security procedures
- Other duties as assigned.

WORKING CONDITIONS:

Work environment is dictated by the activities of the airport, duties will occur both indoors and outdoors, under adverse weather conditions. The work requires the ability to walk over rough, uneven terrain. 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 extended hours of standing and walking on a daily basis

Requires occasional heavy lifting, up to 70 pounds. Requires standing, climbing, walking, reaching, stooping, crouching, kneeling and crawling.

Work environment noise level is frequently loud. Requires hearing which falls within normal limits for both pure tone and speech, per audiogram.

May be exposed to toxic chemicals, noxious odors and vibrations due to the nature of the job.

REQUIRED KNOWLEDGE SKILLS AND ABILITIES:

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.

Strong interpersonal skills and outgoing demeanor;

Comfortable and assertive when dealing with large groups of people;

Ability to establish and maintain effective working relationships with all MCAA employees, airport tenants, air carriers and TSA employees;

Must have strong organizational skills, written and verbal communication skills. Ability to read, write, speak and understand the English language;

Bilingual is beneficial but not required

Must gain a functional understanding of the MCAA policies, procedures and processes and knowledge of airport operations policies and procedures;

MINIMUM EDUCATION, CERTIFICATIONS, LICENSES AND EXPERIENCE:

High school diploma or GED preferred.

Ability to read, write and fluently speak the English language.

Must complete a criminal history records check conducted by the FBI through the fingerprinting process and a successful security threat assessment conducted by TSA.