

## **City of Burlington Job Description**

**Position Title: Airport Ambassador – Limited Service**

**Department: Airport**

**Reports to: Director of Operations**

**Pay Grade: 6**

**Job Code: XX**

**Exempt/Non-Exempt: Non-Exempt**

**Union: Non-Union**

**General Purpose:** This position is responsible for providing customer service at the terminal and taxi areas as well as providing some security and ground transportation services.

### **Essential Job Functions:**

- Provide front line customer service curbside at the terminal building, roadways, and parking garage, including assisting with luggage and wheelchairs, giving directions, parking information and security requirements.
- Be both courteous and professional in their interactions with the public.
- Be knowledgeable of airport facilities, airport terminal and fire exits as well as other airport buildings and traffic routes.
- Remain informed of special events and attractions in the Chittenden County area.
- Observe, understand and be knowledgeable regarding Airport and TSA security requirements
- Keep informed of airline arrival and departure schedule at the Burlington International Airport.
- Be knowledgeable and able to communicate information regarding access and availability of local taxi, limousine, bus and related services.
- Regularly patrol areas outside Airport Terminal and Parking Garage.
- Communicate and cooperate on security and customer service matters with Airport Operations and Burlington Police officers assigned to the Airport.
- Maintain and enhance positive public relations by responding promptly to complaints and inquiries by the traveling public.
- Enforce airport rules and regulations and City Ordinances relating to ground transportation services, traffic flow, and parking of vehicles, including but not limited to directing traffic and issuing tickets for parking and traffic violations as appropriate.
- Follow procedures and prevent security breaches by properly manning the North Concourse Exit Lane as directed by Airport Operations.
- Collect luggage carts and wheelchairs on a regular basis through out the day.
- Assist with monitoring and counting vehicles in the parking garage, including directing vehicles to the off premises parking lot when the parking garage has reached capacity.

- Understand and execute Ground Transportation duties such as; Collecting per trip fees paid by permitted/licensed operators, ensuring that fees are secured and remitted to the Airports administrative offices on schedule.

**Non-Essential Job Functions:**

- Performs other duties as required.

**Qualifications/Basic Job Requirements:**

- High school diploma or GED. Experience in airport or security preferred but not required.
- Ability to obtain a Burlington International Airport Secured Area ID badge which includes a 10 year fingerprint based criminal history records check, a security threat assessment check and a written exam.
- Ability to work during hours of operations: 4:00 am to 12:30 am daily or until the last passengers have deplaned. Last Ambassador on duty must be cleared to leave by Airport Operations.
- Ability to properly use equipment including two-way handheld radios capable of tuning into Airport frequencies.
- Must be able to stand for several hours at a time.
- Ability to work extended periods of time in all weather conditions.
- Ability to communicate effectively orally.
- Ability to process monetary transactions and apply basic math skills
- Ability to communicate using basic writing skills

**Physical & Mental/Reasoning Requirements; Work Environment:**

These are the physical and mental/reasoning requirements of the position as it is typically performed. Inability to meet one or more of these physical or mental/reasoning requirements will not automatically disqualify a candidate or employee from the position.

<input checked="" type="checkbox"/> seeing	<input type="checkbox"/> ability to move distances	<input checked="" type="checkbox"/> lifting (specify)
<input checked="" type="checkbox"/> color perception (red, green, amber)	<input type="checkbox"/> within and between warehouses/offices	<input type="checkbox"/> 75 pounds
<input checked="" type="checkbox"/> hearing/listening	<input type="checkbox"/> climbing	<input checked="" type="checkbox"/> carrying (specify)
<input checked="" type="checkbox"/> clear speech	<input type="checkbox"/> ability to mount and dismount forklift/truck	<input type="checkbox"/> 75 pounds
<input checked="" type="checkbox"/> touching	<input checked="" type="checkbox"/> pushing/pulling	<input type="checkbox"/> driving (local/over the road)
<input checked="" type="checkbox"/> dexterity		
<input checked="" type="checkbox"/> hand		
<input checked="" type="checkbox"/> finger		
<input checked="" type="checkbox"/> reading - basic	<input checked="" type="checkbox"/> math skills - basic	<input type="checkbox"/> analysis/comprehension
<input type="checkbox"/> reading – complex	<input type="checkbox"/> math skills - complex	<input checked="" type="checkbox"/> judgment/decision making
<input checked="" type="checkbox"/> writing - basic	<input type="checkbox"/> clerical	
<input type="checkbox"/> writing - complex		
<input checked="" type="checkbox"/> shift work	<input checked="" type="checkbox"/> outside	<input type="checkbox"/> pressurized equipment

<input type="checkbox"/> works alone	<input checked="" type="checkbox"/> extreme heat	<input type="checkbox"/> moving objects
<input checked="" type="checkbox"/> works with others	<input checked="" type="checkbox"/> extreme cold	<input type="checkbox"/> high places
<input checked="" type="checkbox"/> verbal contact w/others	<input checked="" type="checkbox"/> noise	<input checked="" type="checkbox"/> fumes/odors
<input checked="" type="checkbox"/> face-to-face contact	<input checked="" type="checkbox"/> mechanical equipment	<input type="checkbox"/> hazardous materials
<input type="checkbox"/> inside	<input type="checkbox"/> electrical equipment	<input checked="" type="checkbox"/> dirt/dust

**Supervision:**

Directly Supervises: \_\_\_\_\_ Indirectly Supervises: \_\_\_\_\_

**Disclaimer:**

The above statements are intended to describe the general nature and level of work being performed by employees to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required of all personnel so classified.

**Approvals:**

Department Head: \_\_\_\_\_ Date: \_\_\_\_\_

Human Resources: \_\_\_\_\_ Date: \_\_\_\_\_

Updated 07/31/2012