

THE EASTERN IOWA AIRPORT POSITION PROFILE	JOB CODE #/TITLE: AN018 Customer Service Associate Lead
POSITION #/TITLE: 2680 Customer Service Associate Lead	Adopted: 04-13
	Revised:

POSITION DESCRIPTION

Department: The Eastern Iowa Airport	Manager Level: Non-Manager
Salary Plan/Description: APN/Airport Non-Bargaining Unit	Salary Grade: 1A
Reports To Position #/Job Code #/JC Title: 2213/AN013/Director of Marketing & Communications	Dotted-line Reports To Position #/Job Code #/JC Title:
FLSA Status: Non-Exempt	Overtime Status (Employee Type): Non-Exempt (Exception Hourly)
Physical Demand Rating: Sedentary	Work Environment: Controlled
Pre-employment Testing: Drug and health screening after contingent offer.	Position Testing: Typing, Basic Word, Excel, & Access
Personal Protective Equipment:	

General Statement of Duties

Performs a variety of clerical and information dissemination services for employees of and visitors to The Eastern Iowa Airport; Assists the marketing department with customer service outreach and training; performs related work as required.

Distinguishing Features of the Class

Some leeway is granted for the exercise of independent judgment and initiative.

Examples of Essential Work (Illustrative Only)

Work the information desk including answering phones, addressing questions, monitoring email, maintaining information desk collateral.
 Receive and greet visitors to the Airport
 Provide information to or refer customers to appropriate Airport departments or other airport tenants/stakeholders in a timely manner;
 Serve as on call staffing when needed.
 Establish and maintain contact information for area attraction distribution items such as maps, brochures, visitor guides, etc.
 Maintain stock of brochures, guides, maps, etc.
 Maintain and update the information book used by information specialists.
 Assist with information staff schedule.
 Assist with terminal customer service initiatives including special events, Thanks Again program, seasonal activities, etc.
 Assist with Director of Marketing as needed with events and projects.
 Coordinate special projects assigned to Info Staff.
 Prepares reports and other documents using MS Word, Excel, and Access;
 Assist customers with obtaining SkyCap services, paging customers, and business center rentals;
 Refer complaints to the proper stakeholder and enter into the Customer Issue Database;
 Coordinate lost and found items, emergency notification alarms, unclaimed luggage issues, and any unsafe conditions or unruly passengers with the Airport Public Safety Department;

Performs all work duties and activities in accordance with Airport policies, procedures and safety practices;
Attends work regularly at the designated place and time;
Supports continuous process improvement initiatives;
Performs related work as required.

Required Knowledge and Abilities

Ability to develop and use empathetic listening skills, communicate with clarity and maintain an attitude that conveys respect, assistance, honesty and resourcefulness;
Good knowledge of modern office clerical, administrative support and customer service practices and procedures;
Strong customer service experience;
Good knowledge of Airport terminology, procedures and equipment, including the use of multi-line telephone systems, computers and related word processing, spreadsheet and database applications appropriate to assigned duties;
Ability to manage a high volume of telephone calls on a daily basis;
Ability to handle confidential information with tact and discretion;
Ability to operate a personal computer using program applications appropriate to assigned duties and responsibilities;
Ability to work cooperatively and to maintain effective working relationships to accomplish job responsibilities;
Ability to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
Ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

Graduation from High School or a GED; and
Some experience in the performance of clerical and customer service duties; or
Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

Required Special Qualifications

None

Essential Physical Abilities

Requires the following with or without reasonable accommodation:
Sufficient clarity of speech and hearing, which permits the employee to communicate effectively;
Sufficient vision, which permits the employee to operate equipment;
Sufficient manual dexterity, which permits the employee to handle a variety of records and files and to operate a computer;
Sufficient personal mobility, which permits the employee to access office files and visit and distribute materials to other offices.

Position Description Approval

Director must approve new or revised position descriptions. Other department approvals are optional (*i.e., supervisor, manager*). **Entering name signifies approval.**

Name: <i>(Dept Manager/Supervisor)</i>	Heather Wilson
Title:	Director of Marketing and Communications
Date Approved:	4/18/13

Name: <i>(Person completing form)</i>	Tim Bradshaw
Title:	Airport Director
Date Approved:	4/18/13

Cedar Rapids Airport Commission Labor & Personnel Committee Approval

Name and Title:	Dr. Dee Baird, Chair
Date Approved:	4/22/13