

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

DUTIES This is a non-career, temporary job at the Metropolitan Washington Airports Authority (Airports Authority). Serves as an Airport Ambassador (Customer Service) at Washington Dulles International Airport (IAD). Provides information and customer service assistance and support to the traveling public and other airport users at IAD. Maintain awareness of issues that impact the traveling public. May provide other Airport program and administrative support as needed. Performs related functions.

--Controls the flow of passengers through the Airport international arrivals areas (e.g. International Arrivals Building and/or Federal Inspection Station) by managing passenger lines, announcing flights, restricting queues, and directing customers to IAD's various check-in, arrival, baggage, and concession areas.

--Responds quickly to passenger questions and concerns. Provides accurate information regarding matters such as flight information, ground transportation, amenities at the Airport and surrounding area, and visa questions. Researches information, if necessary, and ensures that the requestor receives desired information or reaches target location.

--Assists passengers in using the Dulles Passport Express self-service kiosks. Explains how the kiosks work and helps passengers scan travel documents, take a photograph, and submit Customs declaration forms and biographic information. Upon receiving their receipt from the kiosk, directs passengers to an U.S. Customs and Border Protection (CBP) Officer to finalize processing.

--Helps to identify and analyze passenger expectations and concerns based on results of surveys developed and executed by others (such as the Annual Passenger Survey), customer complaints and other measures, including own observations and experience. In conjunction with the Airport Manager's office and/or CBP, recommends changes or improvements to queuing procedures in the IAB/TSA areas, wait times, patterns, etc. May coordinate responses to individual and programmatic customer service issues, or assist in monitoring the customer service program. Keeps abreast of developments in customer service within the airport industry including issues that concern international flights and passengers.

--Participates in Airport customer service initiatives (such as the Going the Extra Mile program). Models stellar customer service with passengers and when working with other IAD employees.

--Provides assistance to the Airport Operations Duty Managers in situations where the Aero Train (Automated People Mover) is out of service; directs passengers to the Mobile Lounge shuttle locations instead.

--Supports special event activities, such as opening of newly constructed/renovated buildings and airport exhibits, luncheons, entertainment and special tours by providing information and general customer service assistance/support during activities. May set up/tear down equipment/supplies for special events or assist with other types of set-up and clean up.

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--May assist Airport Ambassador Program Supervisor with the IAD tour program. May make presentations to and arrange for tours for a wide variety of groups such as schools, senior citizens, airline representatives, and Airports Authority employees.

--Communicates and interacts effectively with internal and external business contacts including, but not limited to, other members of the unit/team, other Airports Authority employees (such as managers, supervisors, and support staff), representatives of Federal agencies (such as TSA and CBP), airline representatives, vendors, tenants, and the general public.

--Uses a computer and (a) modern office suite software (such as MS Office) to communicate (email), plan, schedule, word process (light word processing only), and conduct research (such as searching for flight information for passengers, etc.); (b) enterprise system/software for time and attendance reporting, and other functions; and (c) special systems/software used in the Department, such as Dulles Passport Express.

—*Performs other duties as assigned.

Critical features of this job are described under the headings below. They may be subject to change through reasonable accommodation or otherwise.

MINIMUM QUALIFICATIONS (MQs)

To be rated qualified for this job, an applicant must meet all of the MQs listed below at the time of vacancy announcement closure.

1. Must be 17 years of age and have completed the 11th grade.
2. Must be either US Citizen or Lawful Permanent Resident (Green Card).

PREFERRED QUALIFICATIONS

The qualifications listed below (if any) are preferred and may be considered in the selection process, but they are not required to be rated qualified for this job.

1. Fluency in one (or more) of the following high-demand foreign languages: Amharic, Arabic, Chinese, French, German, Russian, and Telegu.
2. A high school diploma, a Certificate of General Educational Development (GED), or an equivalent combination of education, experience, and training.
3. One year of general work experience (post high school) that demonstrates the ability to learn and perform most of the DUTIES of this position including (a) providing effective customer service, (b) working as a team member, and (c) rapidly acquiring knowledge of, and then to adhering to or skillfully using, processes, procedures, practices, systems, standards and guides pertinent to the position/unit/team of assignment.

KNOWLEDGE, SKILLS, ABILITIES AND OTHER FACTORS (KSAOs)

The following KSAOs are required for successful performance of this job and are a basis for rating and ranking applicants who are found to meet the MQs. *Local, Federal, airport industry or Airports Authority specific bodies of knowledge listed below may be acquired on the job, typically; ability to rapidly acquire them is required at the time of vacancy announcement closure.*

1. Knowledge of Airport Authority and IAD functions and key programs, as well as functions and key programs of non-Airport Authority offices related to the Airport, sufficient to address concerns, answer questions, and otherwise provide assistance to passengers and other airport users.
2. Knowledge of U.S. Customs and Border Protection (CBP) regulations and processes (e.g., visas, Global Entry program, Automated Passport Control, etc.) sufficient to provide effective and accurate customer service to passengers in the international facility.
3. Interpersonal skills to interact effectively with business contacts in a businesslike, customer service-oriented manner. This includes skill in human relations to understand and relate to persons of different ethnic and socio-economic backgrounds to approach and respond to questions in an appropriate and amicable manner.
4. Skill in oral communications to understand verbal information (including instructions, descriptions, and ideas) and to express such information verbally so that others will understand. This includes the ability to encourage oral communication by others. Examples include listening to and answering passengers' concerns and questions, explaining how to use the Dulles Passport Express kiosks, and directing airport users to their target location.
5. Skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem. Examples include researching flight information necessary to answer passengers' questions and using information from the Annual Passenger Survey to suggest improvements to customer service.
6. Skill in written communication to understand written information (including instructions, descriptions, and ideas) and to express such information in writing so that others will understand. Examples include reading flight information, passports, custom forms, visas, and Airport directives; writing reports and documenting unusual incidents; and writing down directions or instructions for passengers.
7. Skill in using a computer and (a) modern office suite software (such as MS Office) to communicate (email), plan, schedule, word process (light word processing only), and conduct research (such as searching for flight information for passengers, etc.); (b) enterprise system/software for time and attendance reporting, and other functions; and (c) special systems/software used in the Department, such as Dulles Passport Express.

RESPONSIBILITY Is responsible for providing information and customer service assistance and support to the traveling public and other airport users at IAD. Work helps ensure a positive experience and image for passengers and other airport users.

Reports to the Airport Ambassador Program Supervisor (Supervisor) who typically provides assignments in terms of assigned functions and processes; may also receive assignments from the Lead Airport Ambassador (Shift Leader) and/or the Airport Ambassador Program Supervisor Assistant. The incumbent independently performs work and solves routine problems in accordance with established priorities, regulations, policies, procedures, and standards. Keeps Supervisor informed of progress and brings unusually complex and highly sensitive situations/problems to the Supervisor. Work is typically reviewed in progress and upon completion for quality, quantity, timeliness, teamwork, customer service, and other factors.

Guidelines include established IAD and Airports Authority policies, procedures and guidelines; pertinent Federal policies (such as TSA security policies, CBP visa regulations, and FAA policies pertaining to IAD); and air travel industry standards. The incumbent selects and applies the appropriate guide, strictly adhering to most, but may adapt others, as appropriate, according to specific situations.

EFFORT The work requires near constant standing or walking; may sit at desk when researching information or answering questions. Expresses oneself clearly while providing information and answering questions, giving presentations or tours, and similar situations. Typically exerts light physical effort in moving supplies or equipment, and setting up tables and chairs. Regularly reviews documents containing small print such as flight schedules.

WORKING CONDITIONS Works primarily in an adequately lighted, ventilated, temperature-controlled airport terminal. Subject to job pressures from disruptions in passenger flow (e.g., Automated Passport Control machine outages) and interruptions from passengers or airline personnel regarding issues or concerns.

OTHER SIGNIFICANT JOB ASPECTS Incumbent works rotating shifts and is subject to shift hold-over and recall on a 24-hour basis for essential services, emergencies, and inclement weather conditions in order to support efficient passenger operations.