

As an Airport Ambassador Shift Leader you will assist your team to welcome and guide international travelers through the International Arrivals process at Dulles International Airport.

### **JOB DESCRIPTION**

- Airport Ambassador Shift Leader
- This is a non-career, term position
- Works under the direct supervision of the Airport Ambassador Program Supervisor
- Serves in the Airport Operations Department at Washington Dulles International Airport (IAD).

Coordinates a team of Airport Ambassadors with the Airport Operations Department and the U.S. Customs and Border Protection Command Center, to manage the flow of international passengers at IAD. Assigns and locates Ambassadors to various Airport check points to manage and assist travelers through the U.S. Customs process. Performs related functions.

### **GENERAL RESPONSIBILITIES**

- Controls the flow of passengers 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.
- Researches and provides accurate information regarding flights, ground transportation, amenities at the Airport and in surrounding area, visa questions, etc.
- Maintains awareness of passenger flow, the number of flights and passengers expected through the Airport international arrivals areas with ongoing contact with staff of the Airport Operations Department and the U.S. Customs and Border Protection (CBP).
- Schedules breaks, ensuring coverage is provided at all times flights are present.
- Disseminates information from Airport Ambassador Program Supervisor to Ambassadors to inform them of changes/updates in the airport, with airlines and the community in general.
- Mentors Ambassadors and provides guidance and feedback on work behaviors, conducts initial on-the-job training for new Airport Ambassadors as well as refresher training.
- Assists Supervisor/Supervisor Assistant interview applicants for the Airport Ambassador position and assesses current Airport Ambassadors for potential Shift Leader positions.
- Supports the IAD customer service program by helping to identify and analyze expectations and concerns based on results of surveys, customer complaints and other measures.
- Recommends and coordinates responses to individual and programmatic customer service issues; assists in the monitoring of the customer service program.
- Works with IAD employees, to improve overall customer service orientation and models stellar customer service with passengers and when working with other IAD employees.
- Supports the coordination of special event activities and may assist in the set up/tear down of equipment/supplies for special events or assist with other types of set-up and clean up.
- Assists the Airport Ambassador Program Supervisor manage the IAD tour program. May make presentations to and arrange for tours for a wide variety of groups.
- Performs other duties as assigned.

## **QUALIFICATIONS**

- One year of general work experience (post high school) that includes providing effective customer service; and leading projects or work groups.
- Three months of the one year of experience must have been as an Airport Ambassador.

## **KNOWLEDGE, SKILLS AND ABILITIES**

1. Knowledge of Airport Authority, IAD, and non-Airport Authority functions and key programs, sufficient to answer questions and assist 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.).
  3. Ability to speak and write effectively, with emphasis on listening to and answering passengers' concerns and questions, and writing down directions or instructions for passengers.
- Ability to perform general analyses of data and information to determine relevant information and to solve a problem.
  - Skill in using a computer and modern office suite software and an ability to learn and use Airport Authority systems/software such as Dulles Passport Express.
  - An ability to rapidly acquire knowledge and then use the processes, procedures, practices, systems, standards and guides pertinent to the position/unit/team of assignment.

## **PREFERRED QUALIFICATIONS**

- At least six months of prior experience as a Dulles Airport Ambassador.
- Fluency in one (or more) of the following high-demand foreign languages: Amharic, Arabic, Chinese, French, German, Russian, and Telegu.

## **EDUCATION**

- A high school diploma, a Certificate of General Educational Development (GED), or an equivalent combination of education, experience, and training.

A fully equivalent combination of education and training beyond what is needed to satisfy the education requirement may be used to substitute for up to one year of experience on a week-by-week basis. For example, college credits may substitute for up to nine months of experience.

## **CERTIFICATION AND LICENSES REQUIRED**

- None

## **NECESSARY SPECIAL FACTORS**

- Work is typically reviewed in progress and upon completion for quality, quantity, timeliness, teamwork, customer service, and other factors.

- Work requires standing, walking and light physical effort to move supplies or equipment.
- Subject to job pressures due to disruptions in passenger flow, machine outages, etc.
- Incumbent works rotating shifts and is subject to shift hold-overs and recall on a 24-hour basis for essential services, emergencies, and due to inclement weather conditions.