

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 a Airport Ambassador Shift Leader at Washington Dulles International Airport (IAD). Assists in the supervision of Airport Ambassadors (Ambassadors). Coordinates with the Airport Operations Department and the U.S. Customs and Border Protection Command Center to understand the daily passenger load expected through the Airport in order to direct the work functions of the Ambassadors, assigning or moving Ambassadors to various Airport check points to better manage the flow of passengers. Mentors and provides training to Ambassadors on the duties of the job. The work requires and understanding of the responsibilities of Ambassadors as well as the customer service needs of the travelling public. Performs related functions.

--Provides the first line of coordination for the work efforts of Ambassadors. Maintains awareness of the flow of passengers through the Airport international arrivals areas (e.g. International Arrivals Building and/or Federal Inspection Station). Stays in contact with staff of both the Airport Operations Department and the U.S. Customs and Border Protection (CBP) to gather information on the number of flights and passengers expected; assigns or moves Ambassadors to various check points to better manage passenger queues. Coordinates Ambassadors' breaks and ensures coverage is provided at all times when flights are present in the international facilities.

--Mentors Ambassadors and provides guidance and feedback on work behaviors. Addresses behavioral or performance concerns and takes appropriate action after consultation with the Supervisor or Supervisor Assistant. Disseminates information received from Airport Ambassador Program Supervisor to Ambassadors to inform them of changes/updates in the airport, with airlines and the community in general.

--Conducts initial on-the-job training for new Airport Ambassadors as well as refresher and ongoing training for incumbent Ambassadors when new procedures or programs are introduced. Helps organize training and assists in updating training manuals and other pertinent work information.

--Along with the Supervisor or Supervisor Assistant, conducts interviews, or participates with supervisor in interviewing, applicants for Airport Ambassador positions. Assesses current Airport Ambassadors' skill levels for potential movement into Shift Leader positions.

--Supports the IAD customer service program. Helps to identify and analyze expectations and concerns based on results of surveys developed and executed by others (such as the Annual Passenger Survey), 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. Keeps abreast of and briefs others on issues and developments in customer service within the airport industry, including issues that concern international flights and passengers.

--Works with IAD employees, through their managers and supervisor, and coordinating with the Organization Development Department, to improve overall customer service orientation of IAD employees and to lead the development and implementation of specific customer service initiatives. Models stellar customer service with passengers and when working with other IAD employees.

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

--Assists the Airport Ambassador Program Supervisor with the management of 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.

--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. 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.

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

2. 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) leading projects or work groups, 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.

Three months of the one year of general work experience must have been as an Airport Ambassador.

Education and training beyond that required to satisfy MQ 1 above may be substituted for the one year of experience on a week-by-week basis provided the education and training indicates the ability to successfully perform the DUTIES in this job description.

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

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 overseeing the work functions of the Airport Ambassadors and 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. 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 is mostly sedentary and typically requires light physical effort in moving supplies or equipment and setting up tables and chairs; however, may stand or walk for extended periods when directing passengers or monitoring Ambassadors. Occasionally moves up to 35-50 pounds (such as stanchions or baggage). Sits at desk when researching information or answering questions. Expresses oneself clearly while providing information and answering questions,

giving presentations or tours, and similar situations. Regularly reviews documents containing small print such as flight schedules.

WORKING CONDITIONS Works primarily in an adequately lighted, ventilated, temperature-controlled airport terminal. May be exposed to adverse weather conditions when conducting tours in outdoor locations. 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.