

Airport Ambassadors are the front-line representative of the Airports Authority and demonstrates friendliness and helpfulness to travelers from nations all over the world.

### **JOB DESCRIPTION**

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

Models stellar customer service in providing information, customer service assistance and support to the traveling public and other airport users at IAD. Provides other airport program and administrative support as needed, conveying a positive image at all times. Performs related functions.

### **GENERAL RESPONSIBILITIES**

- Guides the flow of passengers through the Airport's international arrivals areas including the International Arrivals Building (IAB) and/or the Federal Inspection Station (FIS) by managing passenger lines, announcing flights, restricting queues, and directing customers to IAD's various check-in points and through custom's, arrival, baggage, and concession areas.
- Responds quickly to passenger questions and concerns, providing accurate information on flights, customs processes, ground transportation, and amenities offered in and around IAD.
- Guides and informs passengers in the international facility by using stellar customer service techniques and knowledge of U.S. Customs and Border Protection (CBP) regulations and processes (e.g., visas, Global Entry program, Automated Passport Control, etc.), Airports Authority, IAD and non-Airports Authority offices' functions and key programs.
- Researches information, as necessary, to ensure the requestor receives desired information and/or reaches target location.
- Assists passengers by explaining how to use the Dulles Passport Express self-service kiosks; helps passengers scan travel documents, take a photograph, and submit Customs declaration forms and biographic information. Directs passengers to a CBP Officer for processing.
- Helps identify and analyze passenger expectations and concerns based on results of surveys, and/or customer complaints; makes recommendation to immediate supervisor to improve queuing procedures, patterns and wait times in the IAB/TSA areas.
- Keeps abreast of information and issues that concern international flights and passengers.
- Participates in Airport customer service initiatives such as the Going the Extra Mile program.
- Assists Airport Operations Duty Managers in situations when the Aero Train (Automated People Mover) is out of service, by re-directing passengers.
- Supports special event and promotional activities by providing information, tours, and general customer service assistance/support as required. May set up/tear down equipment/supplies for special events or assist with other types of set-up and clean up.
- Performs other duties as assigned.

## **QUALIFICATIONS**

- Must be 17 years of age.
- Either US Citizen or Lawful Permanent Resident (Green Card).
- Ability and willingness to interact with and provide assistance to others, including persons of different ethnic, cultural and socio-economic backgrounds.
- Ability to provide effective customer service.
- Ability to work independently and solve routine problems in accordance with established priorities, policies, procedures, and standards.
- Ability to speak and write effectively with emphasis on listening to and answering questions.
- Skill in using a computer and modern office suite software with an emphasis on the ability to learn and use a variety of systems/software.

## **PREFERRED QUALIFICATIONS**

- Fluency in one (or more) of the following high-demand foreign languages: Amharic, Arabic, Chinese, French, German, Russian, and Telegu.
- High school diploma, a Certificate of General Educational Development (GED), or an equivalent combination of education, experience, and training.
- One year of general work experience that demonstrates an ability to learn and provide effective customer service and work as a team member.

## **EDUCATION**

- Must have completed the 11<sup>th</sup> grade.

## **NECESSARY SPECIAL FACTORS**

- Work is typically reviewed in progress and upon completion for quality, quantity, timeliness, teamwork, customer service, and other factors.
- Work requires constant standing or walking and light physical effort to move supplies or equipment, and to set up tables and chairs.
- Subject to job pressures due to disruptions in passenger flow and/or from questions and concerns from passengers or airline personnel.
- Works rotating shifts and is subject to shift hold-overs and recall on a 24-hour basis for essential services and emergencies.