

Baggage Handler - Driving

MAIN RESPONSIBILITIES

Basic Function – Transferring luggage on and off of shuttle buses

Essential Duties and Responsibilities:

- Transfer luggage on and off of shuttle buses as travelers arrive and depart
- Ensure travelers follow the correct path into the terminal or onto the shuttle buses
- Comply with all safety, security, quality standards and procedures by SP+ Transportation and by regulatory authorities
- Assist customers within the facility or as directed by the facility manager/supervisor
- Resolve customer complaints independently or with the aid of a supervisor
- Maintain a neat and clean appearance and arrive and remain complete uniform before and during scheduled shifts
- Ensure highest level of customer service when providing baggage handling services to travelers
- Perform any additional duties assigned by supervisor or facility manager

MINIMUM REQUIREMENTS

Qualification Requirements: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Customer Service: Maintains positive attitude. Responds to requests for service and assistance.

Education/Experience: High School Diploma or a combination of experience and education.

License Requirement: The employee will be required to have and maintain a valid state-issued driver's license with a current address and acceptable driving record.

Adaptability: Adapts to changes in the work environment; Able to deal with change, delays, or unexpected events.

Judgment: Exhibits sound and accurate judgment.

Professionalism: Reacts well under pressure.

Language/Communication Ability: Ability to read, write and interpret the English language. Ability to respond to common inquiries or complaints from customers. Speaks clearly; Listens and gets clarification; Responds well to questions. Writes clearly and informatively; Able to read and interpret written information.

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Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The noise level in the work environment is usually moderate to loud.
- The exposure level in the work environment to vehicle emissions is moderate to high.
- The exposure level in the work environment to extreme hot/cold temperatures is moderate to high.
- The work environment is subject to all weather conditions including, but not limited to, precipitation and wind.
- The exposure level in the work environment to bright sunlight and nighttime working conditions is high.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands and fingers and to communicate with customers and fellow employees. The employee is frequently required to sit; reach with hands and arms; stand; walk. The employee is also frequently required to climb, balance, stoop, kneel, and crouch. In addition, the employee is required to twist, turn, stretch, and bend on a frequent basis. The employee must be able to lift and move up to 75 pounds regularly. The employee must be able to move in a relatively quick manner. Specific vision abilities required by this job include Close vision, Peripheral vision and Ability to adjust focus.

SP+ is an equal opportunity employer committed in policy and practice to recruit, hire, train, and promote, in all job classifications, without regard to race, color, religion, sex, age, national origin, citizenship status, marital status, sexual orientation, veteran status, disability or other classes protected by federal or state law. SP+ does not tolerate harassment of or retaliation against any employee or applicant on the basis of these characteristics, or because the individual exercised his or her EEO rights.