

POSITION: Communications Center Representative (Non-Exempt)

SALARY: \$39,938.00 - \$59,087.00 Annually

OPENING DATE: 01/26/22

CLOSING DATE: 02/09/22 05:00 PM

GENERAL INFORMATION:

As the winner of *America's Best Airport* many times over, we take customer service seriously! Our Communications Center Representatives are at the heart of it all. If you enjoy providing front-line customer service to a diverse employee and customer population, then this job may be for you!

We are seeking a talented customer-centric individual to provide a personal interface for communication, customer service and support to both external and internal customers through a high-volume call center. The successful candidate will use various social media platforms to respond to customer inquiries, resolve customer grievances, respond to questions, and promote goodwill. Due to the wide range of inquiries and requests, this position requires a broad range of familiarity with multiple aspects of both airport and tenant operations. In support of our diverse customer base, this also requires creative problem-solving skills and sensitivity to special needs of disabled and other exceptional individuals.

NOTE: The Port of Portland is committed to ensuring the health and safety of our employees and community. As part of this commitment, all Port employees are required to be fully vaccinated against COVID-19 or have an approved medical or religious exception and accommodation as a condition of employment. **Candidates must provide proof of vaccination or have an approved exception and accommodation prior to beginning work at the Port.**

SUMMARY OF ESSENTIAL RESPONSIBILITIES:

- Provide airport-wide passenger communication and customer service to the public through a complex array of technological tools and social media. Services include, but are not limited to,
 - Answering a high-volume of calls and providing accurate responses to queries and concerns.
 - De-escalating situations involving dissatisfied customers, offering patient assistance and support.
 - Airport-wide passenger paging.
 - Monitoring social media platforms and responding appropriately.
- Receive, prioritize, and communicate routine and emergency requests for maintenance services using a multi-line phone system, 800 MHz radio, email and other automated forms of communication.
- Support budget allocations by accurately prioritizing, coding, and processing work requests to the appropriate skilled trade personnel in a timely manner.
- Conduct ad-hoc assignments in support of Customer Relations and Maintenance Planning with varying complexity from simple administrative tasks to more advanced research and analysis projects.
 - Support the Maintenance Operation Center Dispatch team in responding to emergency breakdowns of both critical and non-critical infrastructures at Portland

- International Airport.
- Employs a broad knowledge and proactive communication techniques to dispatch critical staff to priority locations, responds to routine situations by researching leases and contracts, and creates work orders for planning staff to coordinate.
- May assist with coordinating fire, heating, and electrical shutdowns with various stakeholders (including fire and safety personnel, government officials, contractors, insurance companies, tenants and peers).
- During emergency operations, this position will be designated as a level 1 essential employee, serving as logistics support upon the activation of the Incident Command System.

MINIMUM REQUIREMENTS/SKILLS AND ABILITIES:

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- Associates degree in business, customer relations, computer applications or a related field is preferred; or the equivalent combination of education and/or relevant experience is required.
- Minimum of three (3) years of demonstrated front-line customer service working with the general public and/or administrative support is required. Prior experience with facilities management, maintenance, or construction environment is preferred.
- Working knowledge of the following is preferred:
 - Business use of social media applications
 - Commercial aviation operations
 - Basic understanding of maintenance concepts
 - Business communication and safety regulations
 - Incident command system
 - Computerized maintenance management systems and other operational database
- Advanced knowledge of the following is required:
 - Customer service protocols
 - Professional telephone etiquette,
 - De-escalation techniques
 - Administrative support principles and processes
- Valid driver's license is required.
- Ability to obtain and maintain unescorted access to secure areas of the airport with Driver designation and CJIS certification for access to the dispatch center upon hire is required.

SKILLS AND ABILITIES:

- Excellent verbal, written, and social media communication skills.
- Demonstrated spelling, grammar, sentence structure, and proofreading skills.
- Skilled at providing exceptional customer service, with the ability to apply empathy, persuasion, positive language, and de-escalation techniques.
- Intermediate personal computer skills using current Microsoft Office applications and social media applications with a typing speed of 45 wpm.
- Promotes safety as a guiding principle and a regular practice in accomplishing work.
- Proven team player who shows the utmost respect for others.
- Ability to:
 - Learn, retain and apply a broad range of administrative procedures and office operations.
 - Interpret and implement policies and protocols relative to the department.
 - Research and learn tenant leases and contracts to determine appropriate action;
 - Simultaneously manage multiple priorities, utilizing specialized computer systems, multi-line phone systems, and 800 MHz radio dispatch system
 - Work effectively with diverse employee groups including both administrative and represented workers.
 - Work varying shifts including holidays and weekends, and be available on short notice as required.
 - Demonstrate commitment to valuing differences among individuals and passion for being inclusive.

ADDITIONAL INFORMATION:

- Safety: The Port promotes safety as a guiding principle and practice in accomplishing work by complying with safety and health policies and procedures and consistently seeking improvements that support operational excellence.
- Diversity and Inclusion: At the Port, we don't just accept difference; we value and support it to create a culture of inclusiveness and fun. We are proud to be an Equal Opportunity Employer.
- EEO/Affirmative Action Policy Statement: The Port of Portland is dedicated to maintaining and improving a work environment, which extends equal opportunity to all individuals, regardless of their race, color, sex, age, religion, national origin, marital status, veteran status, disability or sexual orientation. Employment decisions shall be made in such a manner as to further the principle of equal employment opportunity and to comply with state, federal and local laws. We affirm through this policy statement our continuing commitment to the principles of nondiscrimination and affirmative action.
- Veterans Preference: Under Oregon law, qualified veterans may be eligible for veterans preference when applying for Port of Portland positions. If you are a veteran and would like to be considered for a veterans preference for this job, please provide the qualifying documents as instructed during the application process.
- Background Checks and Drug Testing: The Port of Portland will conduct background checks and/or drug tests for positions where such tests are required by regulation and for other safety-sensitive positions.
- ADA Accommodation: Accommodations will be considered for applicants or candidates with a qualifying disability that prevents them from participating in this process. Accommodations will be made where the Port can reasonably do so without imposing an undue hardship on the business or compromising the integrity of the recruitment process. An applicant with any disability who believes that they need an accommodation should contact Human Resources at 503.415.6000

APPLICATIONS MAY BE FILED ONLINE AT:
<https://www.portofportland.com/Careers>

7200 NE Airport Way
Portland, OR 97218
503-415-6000

Position #01390
COMMUNICATIONS CENTER REPRESENTATIVE (NON-
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