

# Ground Transportation Monitor

[Global Parking Systems, LLC.](#)  ·

7000 NE Airport Way, Portland, OR 97218

\$20 an hour - Part-time, Full-time



## Job details

 **\$20 an hour**

 **Part-time, Full-time**

Overnight shift, Night shift, Day shift

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## Full job description

### Job Summary

As a Ground Transportation Monitor, you will support airport travelers by providing clear, courteous guidance to all available transportation options, including taxi cabs, ride-share services, shuttles, public transit, executive vehicles, and charter buses. You will assist with curbside traffic flow and help ensure a safe, efficient, and welcoming environment for passengers.

This role involves monitoring compliance with airport, client, and company rules and regulations and reporting concerns to supervision to ensure providers operate within designated areas.

### Essential Duties and Responsibilities

- Greet and assist travelers in airport ground transportation areas.

- Provide accurate directions and information for all ground transportation options without preference.
- Monitor curbside activity and traffic flow to support safety and efficiency.
- Monitor compliance with airport, client, and company rules and report violations or concerns to supervision.
- Communicate with drivers, coworkers, and supervisors using radios and phones.
- Answer multi-line phones and respond to operational inquiries when assigned.
- Perform data entry, print documents, and update logs as required.
- Check flight status and operational information using web-based tools.
- Document incidents or unusual activity and write factual reports when operations deviate from normal.
- Demonstrate situational awareness and support de-escalation when needed.
- Maintain the cleanliness of assigned work areas and break areas.
- Operate effectively in a fast-paced, outdoor environment in all weather conditions.
- Complete other duties as assigned.

### **Minimum Requirements**

- Must be 18 years of age or older.
- Strong customer service and communication skills.
- Ability to remain calm and professional in high-pressure situations.
- Reliable attendance and punctuality required.
- Must be able to read, write, and speak English fluently.
- Comfortable standing and walking for extended periods and working outdoors in all weather conditions.
- Basic computer and office skills required, including:
  - Email and calendar use (Microsoft Outlook)
  - Basic spreadsheet and data entry tasks (Microsoft Excel)
  - Printing documents and updating operational logs
  - Answering and transferring calls on multi-line phones
  - Navigating web-based tools such as flight status or operational websites
  - Ability to multitask between radios, phones, and computer systems in a fast-paced environment

### **Additional Details**

- This is a union position covered under a Collective Bargaining Agreement.
- Training and uniforms are provided.

### **Physical Demands and Work Environment**

- This position requires frequent standing and walking and is performed 100% outdoors.
- Employees are regularly exposed to wind, rain, snowstorms, cold temperatures, and extreme heat.
- Employees work in and around active traffic areas and must always remain safety-conscious.
- Exposure to high levels of noise and fumes from vehicles and aircraft is routine.
- Occasional lifting or moving of up to 50 lbs is required.

Join us as a Ground Transportation Monitor to play a key role in delivering safe, reliable transportation services that keep our operations moving forward!

Global Parking Systems is an equal opportunity/affirmative action employer. Qualified applicants will be considered without regard to race, religion, color, national origin, gender identity, sexual orientation, age, marital status, protected veteran status, or disability status.

#INDCMP

Pay: \$20.00 per hour

Experience:

- Customer service: 1 year (Preferred)

Shift availability:

- Day Shift (Preferred)
- Night Shift (Preferred)
- Overnight Shift (Preferred)

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