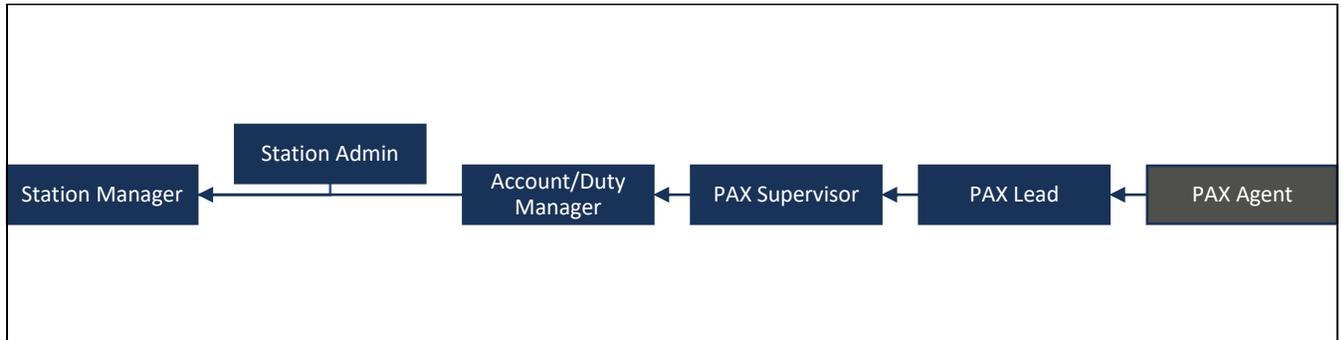


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	Approved By: S. Slattery	OI Date: 01APR2020

Passenger Agent

Reporting Structure



Job Purpose

The Passenger Service Agent’s role is to provide friendly customer service for airline passengers including but not limited to passenger check in, baggage service, greeting arriving passengers, jet way operation and providing special assistance as required.

Job Duties

- Computerized Check in of passenger and handling baggage (up to 75 pounds), occasionally heavier.
- Verify passenger documentation for correct boarding pass, passport, and visa and bag identification
- Ask passengers about contents of their baggage and if the contents contain regulated or prohibited items.
- Verify passenger’s eligibility to travel multiple legs with visa and passport documentation.
- Comply with all security requirements of air carriers, airport, and TSA.
- Assist passengers with flight reservation and rescheduling flight.
- Operation of jet bridge for arriving and departing flights.
- Make announcements for boarding of flight and flight arrival
- Assist passengers upon arrival and pre departure during gate operations
- Communicate pertinent information with passengers
- Work in conjunction with other departments to ensure on time performance of flights
- Take all reasonable and necessary precautions to ensure personal health and safety, as well as that of co-workers and any other person(s)
- Comply with Company, air carrier’s, and regulatory security procedures and specifications.
- Be friendly, attentive, and able to respond to customers’ questions.
- Provide assistance when a customer asks to escalate a question or concern.
- Meet uniform standards
- Take all reasonable and necessary precautions to ensure personal health and safety, as well as that of co-workers and any other person(s)
- Report immediately to management, all unsafe and unhealthy conditions, and occurrences that

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- cause injury or damage to any person or property
- Proficient in reports required by Fenix and air carrier.

Competencies

Must be able to read, write, and speak English.

Must possess required knowledge, skills, abilities and experience and be able to explain and demonstrate, with or without reasonable accommodations that the essential functions of the job can be performed.

Must be able to understand and pass theoretical and practical training courses.

Job Requirements

- Able to read, write, speak, and understand English
- Must be able to work in the U.S.
- Pass a required pre-employment drug screen and ten-year background check
- Must possess a valid driver's license
- Must maintain 100% accuracy in data entry and verification of proper passenger ID, required passports and visas to travel.
- Must complete paperwork accurately and have basic computer skills
- Excellent customer service skills and a strong work ethic
- Must be punctual, dependable, and have a flexible schedule
- Must be able to lift up to 75 lbs. consistently and up to 100 lbs. occasionally
- Dependent on customer requirements may need to speak specific non-English language.

Working Conditions

- The employee is regularly required to sit, stand, and move for extended periods of time throughout the course of daily activities while performing the duties of the position.
- Must be able to work for extended periods of time due to flight delays.
- The employee is occasionally required to climb, lift baggage weighing more than 75 lbs. on a consistent basis, balance, stoop, kneel, or crouch.
- The employee is required to do work on a computer in addition to doing paperwork.
- The position involves stress associated with interacting with customers, responding to and solving problems.
- The position requires the exercise of discretion and independent judgment, as well as a creative approach to formulating responses and making recommendations regarding changes in company policy and/or procedures, as required.
- This position requires a professional approach and demeanor under all conditions.
- Airlines fly in all weather conditions and employees are required to work during freezing cold and extremely warm temperatures. Passenger Services is normally conducted indoors however, there are rare occasions when a check-in may be conducted outdoors.

Educational Preferences/Training

Highschool Diploma or Equivalent

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Licenses & Certifications

Must possess and maintain a valid driver's license and required FAA, airport and/or Customs identification, seals, and authorizations.