



## **POSITION: Customer Relations Specialist / Long-term Contingent Position**

### **GENERAL INFORMATION:**

Provides front-of-house customer service and support for external and internal customers (general public, Port of Portland employees, Portland International Airport tenants, and vendors); shifts vary and are typically between 4 to 8 hours from 6:00 a.m. to 11:30 p.m., Monday through Sunday. Position includes Port of Portland Call Center duties including social media responsibilities. Selected job candidates will be requested to sign-up as employees with the Brooks Staffing agency.

Contingent staff cover for permanent Port of Portland staff during sick leave, vacations, Port meetings, and other absences as needed.

**Training:** Extensive on the job training is provided.

**WAGE: \$17/hour**

### **FLEXIBLE HOURS:**

As a general rule contingent employees in Customer Relations are asked to be available to work a minimum of 2 days a week, *when needed*. Our need for contingent employees varies throughout the year, so we may have no needs one week and 40 hours another week. We typically ask our contingent employees what their availability looks like a month or two in advance, and we schedule them according to their preferences when shifts are available. For example, one temp may prefer working two days a week while someone else wants as many hours as possible. We make every effort to disperse the available hours according to the contingent employees' preferences and our workplace needs.

### **SUMMARY OF ESSENTIAL RESPONSIBILITIES:**

- Call center/social media responsibilities:
  - Respond to tweets from Twitter followers
  - Operate PBX communication console; answer Port of Portland headquarters external phone lines, directing and routing calls from the general public to the appropriate staff
  - Respond to paging requests from the general public and airport tenants (i.e. airlines) and provide flight information; input data in paging and flight query software applications
  - Provide general airport and transportation information; field queries as they arise
  - Act as liaison between airport and public, and between the Port and PDX tenants
  - Operate after-hours PDX Lost & Found answering service (4 p.m. – 11:30 p.m., M-F and 6 a.m. – 11:30 p.m., Saturday, Sunday and Holidays)
  - Coordinate any assistance needed to move people through the airport, including special assistance for disabled persons and access to a telephone language line for non-English speaking visitors

**MINIMUM REQUIREMENTS:**

- High School diploma is required. Associate's or Bachelor's degree preferred.
- Available to work a minimum of 2 days a week *when needed*
- Excellent written and oral communication skills
- User of social media (primarily Twitter) is desired, but not required
- Education or experience affording skill and a good working knowledge of business communication, telephone etiquette and general reception procedures is required
- Demonstrated front line customer service experience is required

**SKILLS AND ABILITIES:**

- Experience working for a passenger airline in a customer service position or extensive travel experience preferred
- Strong customer service skills, using tact and diplomacy
- Ability to create timely, interesting responses to PDX customers via social media
- Demonstrated spelling, grammar, sentence structure, and proofreading skills
- Personal computer skills using Outlook, Word, and Excel preferred
- Demonstrated ability to respond calmly to emergencies, work cooperatively with others
- Demonstrated ability to handle multiple tasks at a fast pace with constant interruptions and excellent organizational skill
- Must be able to work varying shifts
- Ability to establish and maintain positive relationships with customers and staff, and identify and handle confidential information
- Must be able to pass a criminal history records check

**TO APPLY:**

Please attach your resume and a one page cover letter briefly describing your customer service qualifications and why you'd be interested in working variable or limited hours and e-mail to [jean.pratt@portofportland.com](mailto:jean.pratt@portofportland.com) or mail it to the address below. (Resumes without a cover letter will not be considered.)

Jean Pratt  
Customer Relations Supervisor  
Portland International Airport  
Port of Portland  
P.O. Box 3529  
Portland, OR 97208

Qualified candidates will be scheduled for a phone interview with Port of Portland management. Those candidates selected after the phone interview will be scheduled for a face-to-face interview and a writing assessment.

Candidate(s) selected for the position will be asked to sign-up as an employee with Brook Staffing, a temporary staffing agency.