

## **Job Description: Passenger Services Agent**

### **Reports To: Passenger Services Supervisor**

#### **Summary**

The Passenger Service Agent provides all passenger/customer services as contracted by the airline customer, which may include reservations, ticketing, load control, baggage processing, ticket counter/gate check-in, receiving/greeting arriving/departing passengers, handling of VIPs, provide special passenger assistance, handle customer complaints and other duties as assigned.

#### **Core Competencies**

- Able to work efficiently as a part of a team as well as independently.
- Attention to detail in all areas of work.
- Effective communication skills with individuals at all levels of the organization

#### **Job Duties**

- Greet and process passengers for outbound flights at the check-in counter and gate.
- Actively participates in the Safety Management System (SMS)
- Inspect and verify passenger documentation.
- Checks passenger baggage and places bag tags on them at the ticket counter for appropriate destination
- Coordinates ticket counter activities with those on the ramp regarding baggage handling to assure that all bags are processed as designated.
- Oversees customer complaints regarding ticketing and baggage handling when problems arise. (i.e., lost baggage, lost/misplaced tickets, canceled flights, or delayed flights)
- Makes announcements regarding flight activity at gate or over airport's general PA system.
- Answers passenger inquiries regarding flight schedules, fares, space availability for a particular flight and other questions that may arise.
- Assist passengers as needed through arrival and check in processes including support for passengers with special needs such as unaccompanied minors (UM), VIP passengers and passengers needing

wheelchair assistance.

- Assist Ramp Service Agents to ensure that wheelchairs, strollers, and gate checked bags (cleared through security) are made available for loading upon departure and delivery to passengers upon arrival.
- Always maintain the level of service expectations for the passenger and the airline customer.
- Comply with all company, local, state, federal, and carrier SOP and security requirements.
- Participate in training to comprehend, implement, and maintain all quality objectives as stated in our Quality Management System to ensure delivery of desired levels of operational safety and security.
- All employees are responsible for ensuring quality control in their own activities.
- Cooperate fully with Inspectors to achieve quality inspection commitments.
- Performs other duties as requested.

## **Requirements**

- Must be 18 years of age.
- High School diploma.
- Enthusiastic about Customer Service
- Must be capable of lifting/pushing/pulling up to 70 lbs. on a regular basis.
- Ability to work nights, weekends, holidays, and varying schedules.
- Proficient Computer Skills
- Must be able to stand, lift, bend for an extended period.
- Must successfully complete airline specific training programs and recertification
- The ability to read, write and fluently speak and understand the English language.