



Airport Terminal Services
111 Westport Plaza Drive, Suite 400
Saint Louis, Missouri 63146
314.739.1900
www.ATSSTL.com

Passenger Service Agent - (18300037)

Does the idea of meeting people from around the world excite you?

Are you a detail-oriented problem solver who focuses on providing outstanding customer service?

Then let your career take off with **ATS** as a **Passenger Service Agent!**

Ideal candidates have at least one year of face-to-face customer service experience in aviation, retail, hotels, or healthcare.

ATS provides paid on the job training, advancement opportunities, and safety incentive bonuses.

As an ATS Passenger Service Agent you will:

- Check in passengers and their luggage at the ticket counter and gates.
- Patiently handle customer concerns and complaints regarding ticketing and baggage handling
- Knowledgeably answer inquiries regarding flight schedules, fares and other questions as they arise
- Make announcements at gate or over general PA system regarding flight activity
- Be responsible for all flight movement messages between the gate, ground handling team, flight crew, and airport vendors

To be an ATS Passenger Service Agent you must:

Demonstrate strong communication skills to interact professionally with passengers, team members, and station leadership

- Have proficient computer skills
- Be at least 18 years of age and possess a High school diploma, GED or work experience equivalent
- Possess a valid driver's license with a clean driving record (only required for some airports)
- Be able to pass a drug screen and obtain airport security clearance which includes an extensive 10-year employment, criminal record and residence background check



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As an ATS Passenger Service Agent you must be able to:

- Lift up to 70 pounds (32 kg) on a regular basis
- Stand, lift, bend, push and pull on a frequent basis and for extended periods
- Work around jet and machinery noises

Airport Terminal Services (ATS) is an international ground handler that supports the airline industry. We are committed to delivering the aviation community quality services by maintaining the highest level of safety and supplying efficient, effective staff.

Airlines are 24/7 so we need our ATS Passenger Service Agents to be flexible to work various shifts including nights, weekends and holidays. The successful ATS agent brings their “A” game every day with energy and enthusiasm, respect for their team, and the highest regard for safety!

**ATS employees should apply through Oracle
M/F Disabled and Vet Equal Employment Employer**

Primary Location: US-OR-Portland

Work Locations: PDX058

Portland International Airport

7780 NE Air Cargo Rd.

Portland 97218

Job: Customer Service

Organization: ATS US

Schedule: Part-time

Shift: Variable

Employee Status: Regular

Job Type: Standard

Job Level: Individual Contributor

Travel: Yes, 10 % of the Time