

# Transportation Attendant

## MAIN RESPONSIBILITIES

- Communicate effectively and professionally with all customers, providers, airport personnel, co-workers, and supervisors.
- Memorize and follow procedures concerning customer service, transportation options, and airport regulations.
- Work as a teammate in a fast-paced environment while remaining calm and proactive.
- Provide instructions, give directions, and assist customers with an appropriate knowledge of transportation providers, the Airport, as well as the surrounding metro area.
- Communicate with other employees and reporting supervisor over a hand held radio professionally, with clarity and conciseness.
- Document incidents, record detailed reports, both manually and electronically.
- Report any known accidents, observed or suspected violations of Company policy, safety hazards or any unusual occurrence to the reporting supervisor.
- Other duties may be assigned as needed.

## MINIMUM QUALIFICATIONS

**Qualification Requirements:** To perform this job successfully, the candidate must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education/Experience:** High School Diploma or GED equivalent, and at least 6 months of Customer Service experience required.

**Background Check/Drug Screen:** Applicant must be able to pass a criminal background check and pass a drug screen.

**Availability to Work:** Special shift requirements, if any, will vary depending on a location's hiring needs. If applicable, availability to work 2<sup>nd</sup> shift, 3<sup>rd</sup> shift and/or week-ends may be a requirement.

**License Requirement:** The individual will only be required to have and maintain a valid state-issued driver's license, with a current address and acceptable driving record, if the individual is expected to be able to drive a company vehicle or drive on company business.

**Language Ability:** Applicant must be able to read and write in English. They must be able to communicate clearly, effectively and positively with all customers, employees and superiors in English, in person, on the telephone, and over the hand-held radios.

**Reasoning Ability:** Ability to apply common sense and understanding to carry out detailed but standard written or oral instructions. Be able to effectively respond to customer problems or complaints.

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**Tool Usage:** Ability to function with computer, Microsoft software, multi-line telephone, hand-held radio, and taxi remote.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Covered-outdoor workplace, temperature and wind determined by the weather.
- Standing, walking through lanes of traffic and on concrete sidewalk throughout shift.

**Physical Demands:** Applicant must be able to walk and stand for extended periods of time and lift a minimum of 30 lbs. Must be able to be outside in adverse weather conditions for long periods of time, maneuver between vehicles and step on and off of curbs as needed, to assist customers.

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