

# Passenger Assistance (PAA) Supervisor – PDX (Portland International Airport)

**Company:** Menzies Aviation

**Location:** Portland International Airport (PDX)

**Position Type:** Full-Time

**Pay Rate:** \$23.36 per hour

## Job Description

The Passenger Assistance Supervisor is responsible for overseeing the daily operations of the Passenger Assistance (wheelchair) team. This role ensures safe, efficient, and high-quality service delivery to passengers requiring mobility assistance while maintaining compliance with all company, airline, and airport regulations.

## Key Responsibilities

- Supervise and coordinate day-to-day activities of Passenger Assistance Agents
- Schedule staff and manage daily manpower needs
- Monitor employee performance, attendance, and timekeeping accuracy
- Ensure compliance with company policies, safety standards, and airline procedures
- Provide hands-on support and perform agent duties when needed
- Handle passenger inquiries, complaints, and service recovery professionally
- Maintain strong communication with airline representatives and airport personnel
- Conduct safety audits and ensure implementation of Safety Management System (SMS)
- Train, coach, and evaluate team members
- Report incidents, safety concerns, and operational issues to management
- Maintain records, reports, and operational documentation

## Qualifications

- High School Diploma or GED required
- Minimum **1 year of supervisory or leadership experience**
- Previous airport or airline experience preferred
- Strong communication and customer service skills
- Ability to work in a fast-paced, high-pressure environment
- Must be at least 18 years old
- Must be able to obtain airport security badge (SIDA)
- Reliable transportation and communication required

## Physical Requirements

- Ability to stand, walk, bend, and lift throughout the shift
- Ability to push wheelchairs and assist passengers as needed
- Work outdoors in varying weather conditions

## Additional Requirements

- Must pass background check and drug screening
- Must be authorized to work in the U.S.
- Must be able to read, write, and communicate in English

## About Menzies Aviation

Menzies Aviation is a leading provider of aviation services, supporting airlines at airports worldwide. The company delivers ground handling, passenger services, and air cargo services with a strong commitment to safety, operational excellence, and customer satisfaction.