
Position Title: Ticket and Gate Agent/Airport Customer Service

Reports to: Ground Handling Manager

EDUCATIONAL, TRAINING AND PHYSICAL REQUIREMENTS

- Be at least 18 years of age
- Possess strong communication skills both English and Spanish
- Possess a high school diploma or GED
- Must be a U.S. citizen or upon hire, show proof of right to work in the U.S.
- Ability to type 30 words per minute
- Able to proficiently use a computer
- Possess a driver's license
- Ability to lift 60 pounds routinely with or without a reasonable accommodation
- Able to fluently read, write, speak and understand English and Spanish
- Have a friendly, outgoing and enthusiastic personality
- Able to work in stressful situations and tight time constraints
- Be self-motivated and a team player
- Able to work nights, weekends, holidays and varying schedules
- Able to successfully complete a background investigation, including FBI fingerprints, criminal history and pre-employment drug test

KNOWLEDGE AND EXPERIENCE

- Ticketing and re-booking passengers
- Boarding flights
- Assisting passengers with special needs
- Resolving customer concerns

RESPONSIBILITIES

- Greet and assist all customers in a prompt, friendly and courteous manner
- Present a professional positive image of Valley International Airport
- Provide check-in assistance, ticketing changes, re-booking of itineraries and special service requests for passengers
- Check and accept passenger baggage
- Board/deplane flights and escort passengers to and from aircraft as needed, includes pushing wheelchairs and assisting other passengers with additional needs
- Comply with all safety procedures and airline policies
- Provide accurate gate information, flight arrival and departure information, as well as answer general inquiries
- Assist unaccompanied minors and passengers with special needs, resolve customer concerns and perform other duties as assigned
- Maintain thorough knowledge of policies and processes pertaining to unaccompanied minors, law enforcement officers, hazmat, airfreight acceptance and other regulatory requirements.
- Provide clear and accurate communication to passengers, agents, flight crew and vendors
- Other duties as assigned by supervisor and manager

This position description highlights a general description of duties and responsibilities. Employee(s) may be assigned other duties, in addition to or in lieu of those described herein, and any duties are subject to change at any time according to the needs of Valley International Airport.