

06901/12/10

CITY OF RIVERSIDE
HUMAN RESOURCES DEPARTMENT
CLASSIFICATION SPECIFICATION

TITLE: AIRPORT CUSTOMER SERVICE REPRESENTATIVE

DEFINITION

Under general supervision, to serve as the key point of contact for customers, vendors and visitors arriving via aircraft or vehicle to the Airport facility; to provide professional and courteous customer service and maintain effective working relationships with all customers; to handle and coordinate various transactions associated with services requested by customers; and to do related work as required.

REPORTS TO: Administrative Analyst or higher level management staff, as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from an Administrative Analyst or higher level management staff, as assigned.

EXAMPLES OF DUTIES

Typical duties may include, but are not limited to, the following:

- Receive aircraft reservations for inbound aircraft documenting accurate arrival and departure times, dates and services provided.
- Make applicable hotel, ground transportation, rental car and catering reservations for customers; coordinate confirmations from vendors and relay details and arrangements back to customer.
- Perform various sales transactions, including recording of all sales/purchases, issuance of receipts, preparing invoices, billing and payment processing and processing of credit card transactions.
- Provide professional and superior customer service in person or over the telephone; maintain effective working and business relationships with customers to ensure premium satisfaction; receive customers' problems, complaints, and other concerns and follow-up for satisfactory resolution.
- Contact public and private agencies in acquiring and providing information and making referrals.
- Perform a variety of general administrative support work including word processing, proofreading, filing, checking, and recording information on records.
- Serve as back-up support to other department office functions and telephones as required.
- Operate a variety of office equipment to carry out assigned administrative support functions.

QUALIFICATIONS

Knowledge of:

- Organization, procedures, and operating details of an Airport facility.
- Modern office practices, procedures and equipment including personal computer and applications.
- Effective communication techniques for dealing with the public in a positive, effective, and professional manner.
- Basic accounting and accounts payable/receivable principles and procedures.

- Reception and telephone techniques.

Ability to:

- Foster positive public relations with customers and establish and maintain cooperative working relationships to ensure customer satisfaction.
- Communicate clearly and concisely, both orally and in writing.
- Understand and carry out oral and written directions.
- Interpret and apply departmental policies and procedures.
- Operate office equipment, a personal computer, and related software.
- Work independently in the absence of supervision.
- Perform multiple tasks effectively and efficiently.
- Perform routine clerical work.

Education and Experience:

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to the completion of the twelfth grade supplemented by courses in business and accounting.

Experience: Three years of experience in customer service, concierge or customer relations related work. Previous aviation customer service experience is highly desirable.

MEDICAL CATEGORY: Group 1

NECESSARY SPECIAL REQUIREMENT

Possession of an appropriate, valid class "C" California Motor Vehicle Operator's License.

CAREER ADVANCEMENT OPPORTUNITIES

FROM: Airport Customer Service Representative

TO: