Customer Service Rep, Shuttle Operations

Standard Parking – Cincinnati/Northern Kentucky International Airport (CVG)

MAIN RESPONSIBILITIES

Basic Function: Customer Service Representatives are responsible for ensuring the highest quality customer service when interacting with customers.

- In a professional and service related manner, meets and greets airport patrons at loading platform and provides assistance with baggage, information and directions associated with the operation and other airport services provided.
- Communicates with Dispatcher and/or Supervisor on matters related to the operation and facilitation of service for the traveling public.
- Maintains orderly queuing and boards passengers according to designed procedures.
- Assists in providing timely rotation of buses through utilization of orderly passenger queuing techniques.
- Maintains open line of communication with patrons and provides timely updates of information.

MINIMUM QUALIFICATIONS

Reasoning ability: Ability to apply common sense understanding to carry out detailed but standard written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

Adaptability: Adapts to changes in the work environment; Able to deal with change, delays, or unexpected events.

Judgment: Exhibits sound and accurate judgment.

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.

- The noise level in the work environment is usually moderate to loud.
- The exposure level in the work environment to vehicle emissions is moderate to high.
- The exposure level in the work environment to extreme hot/cold temperatures is moderate to high.
- The work environment is subject to all weather conditions including, but not limited to, precipitation and wind.
- The exposure level in the work environment to bright sunlight and nighttime working conditions is high.

Physical demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to stand, walk, use hands to finger, handle, or feel objects, tools, or controls and reach with hands and arms. Specific vision abilities required by this job include close vision. The employee must occasionally lift and/or move up to 50 pounds.

Full and Part-Time positions
Weekends and Holidays
Base Wage $10.75/hr
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