

# GREATER ASHEVILLE REGIONAL AIRPORT AUTHORITY POSITION DESCRIPTION

<b>POSITION TITLE:</b> Guest Services Clerk	<b>DATE:</b> 10/01/10
<b>DEPARTMENT/TITLE OF SUPERVISOR:</b> Guest Services – Guest Services Supervisor	<b>GRADE/LEVEL:</b>

## **Position Summary** (Primary Function)

Assists in the operation of the Guest Services Center and works with volunteers to provide excellent customer service, information and services are available to callers, visitors and passengers, and that ground transportation is coordinated. All duties are performed as part of the Department of Marketing and Public Relations.

## **Responsibilities** (Essential Functions)

- Coordinates Ground Transportation services
- Handles the upkeep display space/pamphlet racks
- Greets and provides information to the public, in person and by phone.
- Compiles and prepares various operational reports monthly.
- Collects comment cards
- Provides Airport Paging services
- Provides Lost and Found Service
- Facilitates Fed Ex; UPS services for passengers; sale of postage stamps
- Coordinates mail and delivery services for GARAA, including postage, acceptance of deliveries, GARAA Fed Ex and UPS mail
- Provides Baggage Claim coordination/bag retrieval
- Answers phones, and provides phone reception and operator services for GARAA during regular business hours
- Assists with renting conference rooms or available terminal space to outside agencies
- Performs other duties as assigned by the Guest Services Supervisor, Marketing Director

## **Education Requirements** (Evaluation Factors: Skills, Knowledge, Experience, and Ability)

- Associate's Degree in hospitality management, marketing, business or related field of study preferred.
- Additional years of experience may be substituted for Associate's degree.

## **Experience Requirements**

- At least two years customer service experience
- Excellent verbal and written communication skills



# GREATER ASHEVILLE REGIONAL AIRPORT AUTHORITY POSITION DESCRIPTION

<b>POSITION TITLE:</b> Guest Services Clerk	<b>DATE:</b> 10/01/10
<b>DEPARTMENT/TITLE OF SUPERVISOR:</b> Guest Services – Guest Services Supervisor	<b>GRADE/LEVEL:</b>

## **Skills and Abilities**

- Proficiency in the use of computer software including skills in Microsoft Word, Excel, PowerPoint, Access, Internet and Outlook Email
- Excellent verbal, written, customer service and communication skills
- Candidate has the ability to multi-task
- Experience with travel and tourism
- Ability to exercise independent initiative work with little or no supervision and to work as a team player
- Ability to proactively identify and serve the communication needs of the airport

## **Supervisory Responsibility**

- None

## **Licenses Required**

- Valid North Carolina Drivers License

## **Certification Required**

- None

## **Latitude/Independent Judgment/Accuracy**

- The Guest Services and Sales Supervisor establishes workflow for the position
- Diligence must be exercised when handling confidential information
- Reasonable care for equipment/process will prevent damage
- Responsible for own work, but must coordinate work with others

## GREATER ASHEVILLE REGIONAL AIRPORT AUTHORITY POSITION DESCRIPTION

<b>POSITION TITLE:</b> Guest Services Clerk	<b>DATE:</b> 10/01/10
<b>DEPARTMENT/TITLE OF SUPERVISOR:</b> Guest Services – Guest Services Supervisor	<b>GRADE/LEVEL:</b>

### Working Conditions

- Work hours to support a 24 hour, 365 day a year operation.
- Physical Demand - Some physical effort required. Some lifting of up to 70 pounds, carrying, walking, standing, pushing, pulling, stooping, and kneeling requirements necessary up to 40% of the time. Sitting required 60% of the time.
- Mental and/or Visual Demand - Mental and visual demands vary with function performed. Consistent mental attention needed to monitor work flow and respond efficiently.
- Attentiveness to work procedure will reduce potential risk of minor injury in certain work areas.
- Exposed to normal office environment and limited normal industrial environment.
- Exposed to weather elements on occasion.
- This is a non-exempt position

### APPROVAL SIGNATURES:

\_\_\_\_\_  
Department Director

Date: \_\_\_\_\_

\_\_\_\_\_  
Director of Administration

Date: \_\_\_\_\_

\_\_\_\_\_  
Executive Director

Date: \_\_\_\_\_

