



Position Description

<i>Department</i>	Operations
<i>Position Title</i>	Customer Care Representative
<i>Grade</i>	5
<i>Reports To</i>	Supervisor – Customer Service
<i>FLSA</i>	Non-Exempt
<i>Approved Date</i>	August 18, 2004
<i>Revised Date</i>	April 1, 2015
<i>Purpose</i>	Represents the Airport as a primary point of contact for our customers, exhibiting quality customer service from greeting to completion of each individual interaction, and providing an exemplary airport experience.
<i>Duties & Activities</i>	Receiving and responding to all customer inquiries and concerns resolving concerns quickly and effectively including processing reports on complaints and actions taken both in person and over the phone.
	Processing customer fax and copy needs as well as paging. Operating, maintaining and tracking usage of the mail back program.
	Providing information about the Airport, city and our state to customers.
	Assisting management in achieving quality goals through individual and team efforts which include willingness to offer ideas for the betterment of the program and feedback on program efforts.
	Actively participate in developing and maintaining a cohesive customer service team that is focused on providing excellent customer service.
	Participate as needed in special projects and as a Customer Care Crisis team in the event of emergency.
	Maintain excellent customer relations by the professional performance of essential customer service-related functions.
	Serves as a backup to the Receptionist position. Operates multiline telephone system, directs callers and visitors to appropriate personnel, and performs related receptionist duties.
	Maintains regular and punctual attendance. Works extended hours, outside of regular shift schedule, as required by operational needs.
	Respond to and assist with Airport emergencies. Perform other duties as assigned.

<i>Role Definition</i>	Individual Contributor
<i># of Direct Reports</i>	None
<i># of Indirect Reports</i>	None
<i>Budget Responsibilities</i>	None
<i>Education & Experience</i>	Associate's degree (A.A.) or equivalent from two-year college or technical school; two years related experience and/or training; or equivalent combination of education and experience.
<i>Language Skills</i>	Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
<i>Math Skills</i>	Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.
<i>Reasoning Ability</i>	Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.
<i>Computer Skills</i>	To perform this job successfully, an individual should have a good working knowledge of all Microsoft office products.
<i>Technical/Trade Skills</i>	None
<i>Interpersonal Skills</i>	Typically requires highly developed interpersonal skills for dealing with diverse behaviors.
<i>Licenses/Certifications</i>	None
<i>Physical Effort</i>	Most of the time is spent sitting in a comfortable position and there is frequent opportunity to move about. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 10 pounds.
<i>Job Environment</i>	Generally located in an indoor area, however outside work could be required at times. There could be times. There may be regular exposure to mild physical discomfort from factors such as dust, fumes or odors, temperature extremes, loud noise, strong drafts, or bright lights.
<i>Job Hazards</i>	There is regular exposure to conditions which are unpredictable or uncertain and which result in risk of personal injury.
<i>Job Pressures</i>	There are some deadlines or productivity standards or the work is somewhat varied. Must frequently deal with unpleasant issues related to people or situations.