

Job Title:	Customer Service Ambassador		
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Reports to:	Properties Manager	Department:	
FLSA Status:	Non-Exempt	Position Classification:	Full-time/Part-time
Supervises:	None	Date of Last Revision:	

JOB SUMMARY:

Customer Service Assistance: Provide customer service to public and tenants throughout the terminal. Serves as the ambassador for the airport lounge(s) program.

Revenue collection: Process payments of lounge fees including credit card and cash transactions.

ESSENTIAL TASKS, DUTIES & RESPONSIBILITIES:

Under the supervision and direction of the Properties Manager, the Ambassador is responsible for welcoming and providing assistance and information to airport passengers. Ambassadors will create an exceptional image of the Airport through exceptional customer service.

1. Provide excellent customer service to all passengers throughout the terminal.
2. Communicate effectively and provide information to passengers and assist with their issues.
3. Maintain knowledge of the airline procedures and information including flight times.
4. Monitor the terminal for cleanliness and notify proper department of any issues.
5. Responsible for facilitating access and processing entry fees for entrance to the airport lounge(s).
6. Maintain the overall appearance and ensure amenities are provided in the airport lounge(s).
7. Maintain current knowledge of airport emergency procedures.
8. Perform other related duties as assigned.

Physical Demands:

1. Sitting for long periods of time during normal work day
2. Bending and stooping, lifting supplies (10-20 lbs.)
3. Climbing up and down stairs
4. Standing for long periods of time

Work Environment/Conditions:

The Incumbent routinely completes work assignments in an office environment with no direct hazards.

Job Qualifications:

1. Must successfully complete all required Fingerprint-based Criminal History Records Checks and employment background checks. Must be able to pass a pre-employment physical and drug test.
2. High School graduate. GED or equivalent work experience.
3. Previous hospitality or retail experience preferred.
4. Must have excellent communication skills.
5. Ability to provide customer service and be courteous to public and tenants.
6. Knowledge of money handling and change making procedures.
7. Ability to stay calm and handle difficult situations.
8. Ability to read, write and to understand and follow oral and written instructions.
9. Must possess valid Virginia driver's license with driving record insurable by Authority's automobile liability carrier.

Authority: N/A