

Job Title:	Landside Operations Agent		
Reports to:	Director of Landside Operations	Department:	Parking
FLSA Status:	Non-Exempt	Position Classification:	Full-time
Supervises:	None	Date of Last Revision:	

**JOB SUMMARY:**

Parking Operations (80%): Computes and collects parking fees at airport parking facilities. Operates Airport shuttle in and around airport parking facilities. Repairs and maintains parking equipment.

Customer Service Assistances (15%): Provides information,, first line services and assistance to the public to include all aspects of the airport operations.

Snow/Ice Removal Operations and Emergency Assistances (5%): Escorts and assists outside contractors and other agencies as instructed. Assist with fire safety and emergency situations. Respond to on-call snow and ice removal operations.

**ESSENTIAL TASKS, DUTIES & RESPONSIBILITIES:**

1. Operates computerized revenue collection terminal. Checks cash bags at beginning and end of shift for accuracy. Processes parking fee payments. Prepares bank deposit at end of shift and informs supervisor/accounting personnel of reasons for any discrepancies in register tape and deposit.
2. Operates airport shuttle in a safe and efficient manner on and around airport property. Assists customers with loading and off-loading of luggage.
3. Operates and performs minor repairs to parking lot equipment. Maintains equipment in working order and reports malfunctions immediately.
4. Maintains all issued equipment, including but not limited to the charging of phones, radios, and other devices necessary for communication while on duty.
5. Takes daily vehicle inventory and checks ticket inventory
6. Patrols parking areas for security reasons, collects trash as needed and reports maintenance issues.
7. Maintains a clean ticket booth which includes washing windows, emptying trash and picking up litter in lot and around booth.
8. Assists in parking operations during overflow parking situations and public events.
9. Monitors inside and outside of terminal to deliver quality customer service and assistance with general information and directions.
10. Assists the general public and tenants, providing assistance and information as reasonably requested. Assist with Authority marketing/promotional/other events and efforts as requested.
11. Assist with fire safety and emergency situations as needed. Provide escorts and assists outside contractors and other agencies as instructed.
12. Assists with snow removal on a voluntary basis.
13. Promotes Authority’s vision for excellent customer service. Respects and upholds CHO Vision & Values. Adheres to the Authority’s policies, procedures and guidelines.

**Physical Demands:**

1. Sitting for long periods of time during normal work day

2. Bending and stooping, lifting office file boxes (10-20 lbs.)
3. Climbing up and down stairs
4. Standing for long periods of time inside and outside at events

**Work Environment/Conditions:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

During the course of a normal day, time is equally spent inside and outside and exposed to extreme weather (hot/humid, cold/ice/snow/rain). Exposed to loud noise due to aircraft and vehicle operations.

**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. Knowledge of money handling and change making procedures.
4. Knowledgeable of related equipment as well as skilled in operating equipment.
5. Ability to read, write and to understand and follow oral and written instructions.
6. Ability to act calmly and quickly in emergencies and other critical situations.
7. Ability to be courteous and yet firm with the public and tenants.
8. Must possess valid Virginia driver's license with driving record insurable by Authority's automobile liability carrier.