



ACCESSIBILITY AND SPECIAL PROGRAMS COORDINATOR

Department: Aviation
Unit: 2180
Union: IAMAW, Lodge 264

Supervisor's Title: Assistant Director of
Customer Service
Supervises: N/A

The Massachusetts Port Authority (Massport) is currently accepting bids for the position of Accessibility and Special Programs Coordinator (Bargaining Unit, IAMAW, Lodge 264) in the Aviation Department. The Accessibility and Special Programs Coordinator is responsible for coordinating the daily activities of the accessibility services at Boston Logan International Airport (BOS) and developing and implementing guest-centric special programs that enhance the experience for all at the airport.

ESSENTIAL TASKS OF THE JOB

Provides oversight to develop and implement programs that improve accessibility for all travelers at BOS. Provides training and guidance to staff on accessibility and special programs, and continually updates and communicates industry best practices and standards.

1. Oversees the semi-annual Wings for Autism events at Logan International Airport and Worcester Regional Airport, as well as ad hoc Wings for Autism Meet and Assist requests.
 - Supports the Customer Service department management in planning and organizing the large semi-annual events, coordinates with the third-party organization and airport community.
 - Supports the Customer Service department management in responding to regular emails, calls, and inquiries regarding the Wings for Autism program.
 - Oversees the Wings for Autism email inbox and any other communication method related to the program and responds to all inquiries in a timely manner.
2. Oversees the Meet and Assist Program at Logan International Airport.
 - Oversees the Meet and Assist email inbox, form, and any other communication method and responds to all inquiries in a timely manner.
 - Tracks all Meet and Assists in the method approved by the Customer Service department management and provides regular reports.
 - Assigns Meet and Assists to all staff members upon approval by the Customer Service department management.
 - Trains all new staff on how to conduct a Meet and Assist, and retrain staff as needed, creating and presenting training materials.

3. Oversees the Hidden Disability Sunflower Lanyard Program at Logan International Airport.

- Ensures that guests are able to obtain information about the program and assists in coordinating the delivery of a lanyard to guests who request one.
- Supports the Customer Service department management in managing the relationship with the vendor.
- Maintains an inventory of program materials and requests to order reenlistments when needed as approved by Customer Service department management.
- Works with the airport community to ensure all guest-facing staff are trained and knowledgeable about the program.

4. Oversees the Animal Therapy Program at Logan Airport.

- Manages the Animal Therapy Program daily schedule and engages with the handlers.
- Conducts training and airport familiarization for new handlers.
- Supports the Customer Service department management in establishing requirements and expectations, policies and procedures and provides accountability as needed.
- Supports the Customer Service department management in managing the relationship with the vendor.
- Participates in special events as needed.

5. Supports in organizing other special assistance programs and projects such as the annual STEM Expo.

6. Identifies, develops, and advances new programs and accessibility tools to assist passengers with physical and hidden disabilities.

Coordinates with the Massport Compliance team regarding implementation of the Americans with Disabilities Act (ADA) Title II, Title III, and Section 504 of the Rehabilitation Act in the programs organized by and facilities owned and maintained by Massport at Logan Airport.

1. Partners with internal Massport staff, particularly the Compliance department, and staff at external stakeholders in the airport community to respond to informal concerns and feedback from guests and formal ADA complaints. Liaises with the Compliance department ADA Coordinator and tenants for response and follow-up action plan.
2. Maintains database of known deficiencies and status of action in coordination with the Compliance department ADA Coordinator.
3. Regularly reviews and audits airport facilities to ensure they meet accessibility standards.
4. Organizes opportunities for people with disabilities to provide direct feedback.
5. Regularly prepares reports summarizing accessibility related work completed or in progress and outlines plan for addressing outstanding issues.
6. Collaborates on cross-departmental projects including website updates and intranet content development and design.

Supports the Customer Service department management in the organization of the Airport Accessibility Committee and other similar committees, and acts as committee designee representing the Customer Service team when necessary.

1. Prepares for quarterly meetings with Committee Chair, Customer Service department management, and internal and external stakeholder group.
2. Coordinates with Customer Service department management including developing agenda, presentation, and meeting minutes.
3. Engages in targeted engagement with external stakeholders at the direction of the Chair and Customer Service department management.

Organizes the Massport BOSTeam and other terminal assistance programs at Logan Airport.

1. Sends communications regarding the program as directed by the Customer Service department management and ensures timely response to participants.
2. Equip participants with resources and knowledge, conducting customer service/hospitality training and airport familiarization; updates these materials as needed or as changes occur.
3. Manages schedules and location assignments based on passenger volumes and need.
4. Corresponds with Customer Service department management regularly regarding program updates and current facts.
5. Collects feedback about the program on a regular basis.

Represents Massport to the traveling public by providing information about traveling through the airport.

1. Assists guests at Boston Logan International Airport with any disability, as needed.
2. Prepares accurate written daily logs, detailing work activity and relevant guest comments; submits to Customer Service department management.
3. Provides paging services in various terminals.

Identifies new methods of improving informational services, research and recommend improvements and presents to the Customer Service department management. Monitors airport passenger trends and proactively develops programs to meet emerging needs.

Prepares presentations and ad hoc or other presentations as needed for leadership teams.

Responds to snow and emergency situations according to airport procedures and airport emergency codes, and acts as a member of a first response team as directed.

Collaborates effectively with the internal team and external partners to achieve team goals and resolutions to concerns.

Performs other duties as assigned.

Safeguards all protected information in accordance with all applicable federal and state regulations and Massport policies and procedures.

JOB REQUIREMENTS AND QUALIFICATIONS

Education

Bachelor's degree in related field or equivalent professional experience preferred.

UNIQUE EXPERTISE/CERTIFICATIONS/REGISTRATIONS

- 3 - 5 years' guest service experience required.
- Excellent communication and organizational skills required.
- Prior experience within an airport setting preferred.
- Strong understanding of accessibility standards and experience with Americans with Disabilities Act and FAA regulations preferred. Knowledge of short- and long-term planning and implementation, with ability to move seamlessly from strategy to tactics and effectively execute a plan preferred.
- Proficiency in general computer use, including spreadsheets, databases, and word processing applications.
- Demonstrated ability to remain composed and professional in a fast-paced, high-pressure environment.
- Ability to obtain a Massport security clearance.
- Ability to pass a Massport controlled substance test and security background checks.

WORKING CONDITIONS

Environmental Parameters

Ability to work in an office within an airport environment with conditions which may include: fumes, odors, gases, chemicals, and dust as well as decibels in the range of 65-100. Ability to travel to all Massport facilities as needed.

Physical Demands

Strength: Ability to exert up to 10 pounds of force to lift, carry, push, pull, or otherwise move an object.

Type: Ability to perform administrative duties, typing, filing, bending to access low files, and reaching high files. Must also be able to communicate effectively, including the ability to express and exchange ideas verbally and in writing.

WORK SCHEDULE

Ability to work a 40-hour work week and additional hours as necessary to meet fluctuating workload demands.

EQUIPMENT USED

Computer, printer, telephone, cell phone, tablet, TDD (Telecommunication Device for the Hearing Impaired), translation device, Foreign Language Telephone Line, radio, photocopier, and other Massport equipment.