



PUBLIC SERVICE REPRESENTATIVE

Department: Aviation
Unit: 2180
Union: Local 25

Supervisor's Title: Sr. Customer Service
Supervisors; Customer Service
Supervisors

The Massachusetts Port Authority (Massport) is currently accepting bids for the Position of Public Service Representative (Bargaining Unit, Local Union No. 25) in the Aviation Department.

The Public Service Representative assists the traveling public by staffing Massport Information Booths, assists with crowd control and security checkpoints in terminals, staff 1-800-23LOGAN Information Telephones, the Public Services Office; by acting as Airport Guide and by interpreting.

ESSENTIAL TASKS OF THE JOB

Represents Massport to the traveling public by offering Customer Service Programs, maintains queues and directs crowd controls in terminals, Visitor Service Programs, "1-800-23LOGAN" Call Center Services, general information and problem/complaint resolution.

1. Staffs terminal information booths, answers and provides response to passengers and callers on ground transportation options to and from Logan Airport, as well as accommodations, Travelers Aid Connection, theater, concert, sports events, sightseeing tours and conventions.
2. Serves as an Airport Ambassador and travels throughout the terminals, and the parking garage walkway areas, to assist passengers in need, to facilitate terminal passenger flow to ensure Public Safety requirements are met at key points of entry and airline processes.
3. Promotes Boston and New England tourist attractions, hospitality services and Logan Modernization through Massport's Customer Service programs.
4. Operates Flight Information Display system, Massport's Website, and provides the public with information relevant to airline/airport information. Retrieves automated ground transportation and airport related information and distributes to the public.
5. Provides paging services in various terminals and lost and found services in all terminals.
6. Prepares accurate written daily logs detailing work activity and relevant passenger comments; submits to management.
7. Ensures all work related informational materials are organized, updated, and well-stocked on a daily basis.

8. Provides meet, greet, and assistance services for arriving and departing Logan Airport Medical Patient Assistance Program (LAMPAP) patients and their companions to expedite and transport through Logan International Airport.
9. Conducts MPA Educational Tours for educational institutions, community special interest groups and travel/tourism organizations.
10. Responds to Distress Passenger Cases, 800 Call Center Services, and serves as liaison to external customer contacts and internal units.
11. Provides response to American Disability Act (ADA) questions and services.

Assists people with speech or hearing impairments through operating a Telecommunication Device for the Deaf (TDD/TYY).

Provides the public with foreign language assistance.

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.

Provides terminal assistance and escorts to support Public Safety Dignitary Movements, Consular Corps and Special International Services, as well as providing Meeter/Greeter escorts in coordination with convention bureaus, meeting planners, tour operators and marketing groups.

SECONDARY JOB TASKS

Trains new personnel as assigned by supervisor, including ground transportation carrier and airport familiarization training.

Trains newly hired Airport Tenants

Works on, researches, and completes special projects as assigned.

Translates and interprets, if qualified, for MPA internal units and tenants as assigned.

JOB REQUIREMENTS AND QUALIFICATIONS

Education Level

High School preferred but not required. Ability to communicate in standard English.

Experience in Field/Related Field

1 - 3 years customer service experience required. If served as an employee at Massport, applicant must not have received discipline for either attendance related violations, customer service complaints and/or violations, or performance related violations within the last 90 days of the assignment.

UNIQUE EXPERTISE/CERTIFICATIONS/REGISTRATIONS

- Bilingual capabilities strongly preferred.
- Ability to obtain a Massport Security Badge, and U.S. Customs Seal.
- Ability to wear a complete Massport Uniform.
- Ability to pass a Massport controlled substances testing, 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: Push, pull, lift, move, and carry up to 40-75 lbs.

Type: Ability to express or exchange ideas by means of spoken word and to perceive nature of sounds. Ability to demonstrate effective hearing and clarity of vision at 20 inches or less. Ability to perform administrative duties including bending over to perform filing duties, and to stand, sit, walk for 3-4 hour periods of time.

WORK SCHEDULE

Ability to work a 40-hour workweek on any shift, including nights, weekends, and holidays. Must have the ability to work overtime for operational needs and to work during snow and other emergencies.

EQUIPMENT USED

Telephone, fax, computer, Telecommunication Device for the Deaf (TDD), calculator, schedules, brochures, Flight Identification Device (FID) systems and maps and other Massport office equipment.