



## **CUSTOMER SERVICE SUPERVISOR**

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

Supervisor's Title: Senior Customer  
Service Supervisor  
Supervises: Public Service  
Representatives

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**The Customer Service Supervisor (Bargaining Unit IAMAW, Lodge 264) assists with oversight and delivery of airport customer service and initiatives to ensure a high-quality passenger experience at Boston Logan International Airport. Supervises Public Service Representatives. Coordinates with key stakeholder from the airport community including but not limited to Terminal Managers, Airport Supervisors, Building Control Supervisors, airport partners including Federal stakeholders, and airport tenants. Assists with passenger wayfinding, queue management, and other internal and external stakeholder activities related to Massport's customers.**

### **ESSENTIAL JOB TASKS:**

**Acts as front-line supervisor to the Customer Services Unit staff to ensure safe and efficient services are provided to the traveling public at Boston Logan International Airport.**

1. Monitors daily work assignments to ensure proper coverage.
2. Confers with subordinates to resolve procedural problems.
3. Trains and orients new personnel to departmental and Authority-wide policies, procedures, technology systems, and resources, and to the airport facilities and operation.
4. Assists with strategically deploying Public Services Representatives throughout the terminals based on data-driven trends and current passenger traffic during regular operations and irregular or emergency situations.

**Provides a high level of customer service to the traveling public at Boston Logan International Airport.**

1. Performs personalized meet, greet and expediting services to customers through various internal and external specialized programs.
2. In coordination with management, directs and maintains safe and efficient flow of passengers through the terminal check-in queues and security checkpoints with restricted facility capacities and scheduled and non-scheduled airline operations.

3. Under the direction of the of the Deputy Director of Aviation Customer Service and Senior Customer Supervisors, coordinates with airline supervisors, Massport Terminal Managers, Massport Operations Supervisors and other relevant stakeholders for staffing needs to provide safe crowd control operations for check-in and security checkpoint queues.
4. Attends regularly scheduled meetings to discuss operational needs and resolve procedural problems.
5. Prepares daily work activity reports and statistics for management.
6. Ensures all work-related informational materials and equipment are organized, updated, and operational daily.
7. Assists with Lost & Found as needed, provides assistance for customers who contact the office regarding lost items, and follows the process of the Lost and Found office including but not limited to collection, inventorying, storage, and return of items in the program.

**Acts as a liaison to Airport Supervisors, Terminal Managers and Building Control Supervisors by assisting with the monitoring of maintenance and/or other areas of general activity and reports items for corrective action in an effort to minimize the impact on the public or tenant operations.**

1. Inspects terminals on a continuous basis for deficiencies and ensures corrective action when necessary.
2. Inspects cleaning service contractor's work to ensure proper performance of terminal and restroom facilities, gate area, to ensure compliance with contract provisions and standards.
3. Maintains log of all significant activities within his/her responsibility on his/her tour of duty, and completes reports on required inspections, actions and results.
4. Assists in obtaining information from passengers for incident reports when necessary.
5. Responds to needs in the terminal facilities as requested.

**Assists supervisors with the shift administrative functions.**

1. Assists with review of Public Service Representatives staffing of the various positions as requested.
2. Provides updated information regarding customer service.
3. Assists in identifying new methods of improving informational services, researches and recommends improvements.
4. Assists management in the preparation of reports when directed.

**Represents Massport to the traveling public and provides travelers with ground transportation (airport, airline, concession) and general information.**

1. Travels throughout the terminals and the parking garage walkway areas to assist passengers in need.
2. Monitors Flight Information Display system and other resources to provide the public with information relevant to airline activity.

3. Retrieves automated ground transportation and airport related information and distributes to the public.
4. Provides paging services in various terminals.
5. Prepares accurate written daily logs detailing work activity and relevant passenger comments; submits to management.
6. Ensures all work-related informational materials are organized, updated, and well stocked on a daily basis.
7. Assists people with speech or hearing impairments through operating a Telecommunication Device for the Deaf (TDD).
8. Updates informational resources available to the Customer Service team to assist in providing accurate information to the public, including but not limited to the digital Information Center.

**Assists Deputy Director of Customer Service and Assistant Director of Customer Service with hiring and onboarding process for PSRs.**

1. Assists in the interview process for PSRs.
2. Trains new personnel as assigned, including airport familiarization and ground transportation training, virtual assistant, call center, and emerging technologies as adopted by the department.

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

**Will safeguard all protected information in accordance with all applicable federal and state regulations and Massport policy and procedures.**

**JOB REQUIREMENTS AND QUALIFICATIONS:**

**Education**

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

**UNIQUE EXPERTISE/CERTIFICATION/REGISTRATIONS**

1. 3-5 years' customer service experience required. Prior experience within an airport setting preferred. Experience in motivating and communicating with others at all levels required.
2. Demonstrated written, verbal and presentation skills used to communicate and implement problem-solving approaches required.
3. Ability to obtain Massport security clearance and obtain a Massport security badge.
4. Working knowledge of computers, word processing and spreadsheet programs.

- Understanding of data and analytics preferred.
5. Ability to pass a Massport controlled substance test and background security check.

## **WORKING CONDITIONS**

### Environmental Parameters

Ability to work in an office environment and in congested areas. Ability to work in an environment with conditions that may include: fumes, odors, gases, chemicals, and dust as well as decibels in the range of 65-100.

### Physical Demands

*Strength:* Ability to exert up to 70 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move an object.

*Type:* Ability to perform administrative duties. Work involves sitting, standing and walking. 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 workweek and additional hours as necessary to meet fluctuating workload demands. Ability to work mornings, nights, weekends and holidays.

## **EQUIPMENT USED**

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