

TBI Airport Management, Inc.

Job Description

Passenger Care Agent

Reporting to: Passenger service leads, Supervisors

Location: Orlando Sanford International Airport
Sanford, FL

General Responsibilities:

The Passenger Care Agent facilitates the transportation of Airline passengers with reduced mobility and passengers in need of assistance from the check-in to the aircraft. They will also assist in transporting them off the aircraft and to the terminal curbs. Assist passengers using a wheelchair through the terminal facility. Independence with little guidance or supervision to complete tasks is needful.

Major Responsibilities and Functions:

- Assisting passengers from check-in to the aircraft.
- Ensure the terminal is consistently adequately maintained with wheelchair equipment in the operational areas.
- Verify passenger documentation for correct boarding pass.
- Comply with all security requirements of air carriers.
- Job requires being careful about detail and thorough in completing work tasks
- Assist passengers upon arrival
- Communicate pertinent information with passengers
- Work in conjunction with other departments to ensure on time performance of flights
- Other duties as assigned.

Health and Safety Responsibilities:

- Take all reasonable and necessary precautions to ensure personal health and safety, as well as that of co-workers and any other person(s)
- Report immediately to management, all unsafe and unhealthy conditions
- Report immediately to management, all occurrences that cause injury or damage to any person or property
- Comply with TBI's Environmental Safety and Health program and procedures

Qualifications:

- Must possess required knowledge, skills, abilities and experience and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.
- High school diploma, GED or equivalent in experience
- Able to read, write, speak and understand English.
- Pass a required pre-employment drug screen and 10 year background check

- Excellent customer service skills and a strong work ethic
- Present a neat professional appearance and demeanor
- Must be punctual and dependable and have a flexible schedule.
- Willing to work in a time-sensitive and fast paced environment

Working Conditions:

Physical Effort:

While performing the duties of the position, the employee is regularly required to stand and walk for extended periods of time throughout the course of daily activities. The employee must be able to push, pull, lift 100lbs or more consistently. The employee is occasionally required to climb, lift, balance, stoop, kneel, or crouch.

Mental Effort:

Position involves encounters with members at every level of the organization, airline employees, vendors, subcontractors and members of the public, and requires a sense of responsibility to provide a high level of service and accurate information. The position involves stress associated with responding to/solving problems. The position requires the exercise of discretion and independent judgment, as well as a creative approach to formulating responses and making recommendations regarding changes in company policy and/or procedures, as required. Operations are dynamic and situations may require immediate attention. This position requires a professional approach and demeanour under all conditions.

Reporting Staff:

None

Normal Working Hours:

The normal working hours for this position will vary.

Number of Staff:

Passenger Care Agents