



HUMAN RESOURCES DEPARTMENT

City of Burlington

179 South Winooski Avenue, STE 100, Burlington, VT 05401

Voice (802) 865-7145

Fax (802) 864-1777

Vermont Relay: 7-1-1 or 800-253-0191

To: Board of Finance

From: Julie Hulburd, Human Resources Generalist
Susan Leonard, Human Resources Director

Date: July 31, 2012

Re: Recommendation – Creation of Limited Service Positions at the Burlington International Airport

I recommend approval for the Burlington International Airport to create the following Limited Service positions:

- Airport Ambassador – Thirteen (13) positions, classified as grade six (6)
- Airport Ambassador Shift Leader – Three (3) positions, classified as grade twelve (12)
- Airport Ambassador Working Foreman – Two (2) positions, classified as grade sixteen (16)

As Interim Director Richards indicates in his memo, these positions were included in the FY13 budget. The department has demonstrated that these positions are imperative to the function and operation of the Burlington International Airport. These positions were appropriately classified using the Willis Position Evaluation System. Further, the City of Burlington Personnel Policy Section 4.6 states that “A Temporary employee is an employee appointed to a position which is either time-limited or task specific with a term of employment not exceeding twelve (12) months. As these positions have been categorized in a temporary status since March 2010, I support the creation of these positions.

Below please find a summary of my recommendation for these positions:

Airport Ambassador: Classification resulted in a grade six (6) with in the Willis System. Hourly wage for a grade 6 position is \$13.07; however, based on the City’s Compensation Policy an employee starting in this position will have a pay rate of \$14.21 per hour. The thirteen (13) Airport Ambassador positions are limited service part-time scheduled for 24 to 32 hours per week. This will include eligibility for benefits at a prorated amount, and will exclude eligibility for retirement and short-term disability.

Airport Ambassador Shift Leader: Classification resulted in a grade twelve (12) with in the Willis System. Annual wage for this position is \$34825.20 per year. The three (3) Airport Ambassador Shift Leader positions are limited service full-time with eligibility for benefits, except for retirement and short-term disability.

Airport Ambassador Working Foreman: Classification resulted in a grade sixteen (16) in the Willis System. Annual wage for this position is \$43760.88. The two (2) positions are also a limited service full-time with benefits eligibility, except for retirement and short-term disability.

The City of Burlington does not discriminate on the basis of political or religious affiliation, race, color, national origin, age, sex, sexual orientation, marital status, veteran status or disability.

The City is also committed to providing proper access to services, facilities, and employment opportunities.

For accessibility information or alternative formats, please contact Human Resources Department at 865-7145.



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Attached please find:

- Memo requesting the creation of these positions from Mr. Richards
- Job Descriptions for each of the discussed positions
- Willis System Scoring for each of the discussed positions
- Airport Organizational Chart prior to the addition of the above positions
- Airport Organizational Chart including the addition of the above positions

If approved, the position will be posted following City Council approval.

Thank you for your consideration.

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BURLINGTON INTERNATIONAL AIRPORT

TO: Mayor Weinberger
City Council
Board of Finance

FROM: Gene Richards, Interim Director of Aviation

DATE: July 31, 2012

RE: Creation of Limited Service Positions, Airport Ambassador, Airport Ambassador Shift Leader, Airport Ambassador Working Foreman

Please accept my request for the creation of the following limited service positions at the Burlington International Airport: thirteen (13) Part-Time Airport Ambassadors, three (3) Full-Time Airport Ambassador Shift Leaders, and two (2) Full-Time Airport Ambassador Working Foreman.

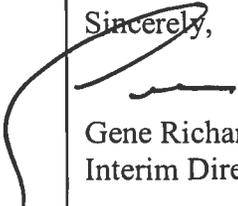
At the present time temporary employees serve the airport in the above mentioned roles. Their primary responsibility is to ensure that customers of the Airport flow through the parking, bus, and taxi areas, as well as provide some security service to the north checkpoint.

Attached please find correspondence between the previous Interim Director of Aviation, Robert McEwing, and Mayor Weinberger outlining the history of the Airport Ambassadors and their transition from employees of a contracted service to temporary employees. In reviewing Mr. McEwing's memo that these positions have remained in temporary status since March of 2010 and that it is essential to review that status. I am requesting these positions be categorized as Limited Service because it is the goal of the Airport, to continue to seek a contract for these services. This goal continues to have the support of the Airport Commission.

Estimations for salary and benefits for these positions were included in the FY13 Airport Budget.

Thank you for your time and consideration on this matter.

Sincerely,



Gene Richards
Interim Director of Aviation

1200 Airport Drive, #1
South Burlington, Vermont 05403

Phone: (802)-863-2874 (TTY)
Fax: (802)-863-1526



BURLINGTON INTERNATIONAL AIRPORT

TO: Mayor Miro Weinberger

FR: Robert McEwing, Interim Director of Aviation

DATE: May 30, 2012

RE: Ambassador positions at the Airport

Here are the facts concerning the Ambassador positions at the Airport.

- The Ambassador contract with CAH Services was cancelled in **March, 2010** after non payment of revenues to the Airport by CAH. This resulted in the lawsuit which the Airport recently won in Chittenden Superior Court.
- Ambassadors that worked for CAH were hired by the Airport as temporary employees. Their responsibility is primarily to meet arriving vehicles and make sure that are none allowed to park or stand in front of the terminal.
- Goal of the Airport was to contract out the Ambassador services along with Park & Shuttle and north security checkpoint monitoring. An RFP for these services was issued on March 3, 2011 with bids opened on **March 31, 2011**.
- Analysis of the bids and coordination of results with Mayor and Commission occurred during the summer of 2011 with a unanimous vote of the airport Commission on **June 20, 2011** to support the staff recommendation of contract award and work with attorneys on how to proceed. There was, however, opposition to the award of the contract by the Mayor's office.
- On **September 8, 2011**, the Mayor rejected the proposal for the Airport to change management of the parking garage and related services bid under the RFP. It was then determined that the best course of action was to have the airport continue to manage the Ambassador/north checkpoint operations.
- On **October 16, 2011**, the contract for the north checkpoint was cancelled and the Airport began manning the exit position using Ambassador personnel.

1200 Airport Drive, #1
South Burlington, Vermont 05403

Phone: (802) 863-2874 (TTY)

Fax: (802) 863-7947

www.btv.aero

- Once it was determined that the Airport would continue the Ambassador operation rather than contract and until a new administration was in place, it was determined that the positions needed to be converted to Limited Service positions. There was not intention of making these full time permanent employees.
- Coordination with HR on the Ambassador positions has been ongoing for several months with draft position descriptions finally prepared and reviewed. We understand from HR that this review has been completed and the positions are now being graded to determine the appropriate pay grade. Once this has been completed and clearance obtained from the Finance Board, they will be advertised and positions filled in accordance with the City personnel policy.
- The Airport does not want to make these positions permanent for a variety of reasons including-
 1. The complete support of the Airport Commission at the time the bids were opened in 2011 was to contract these services. This is still an Airport goal.
 2. The services originally proposed under the contract have changed dramatically. The airport's Park & Shuttle operations will only function seasonally or at peak times. This is a considerable change to the operation and the number of employees needed. The Airport needs flexibility in staffing these operations including the use of temporary employees for periods of time.

I'd be happy to discuss this situation with you in more detail if you'd like.

City of Burlington Job Description

Position Title: Airport Ambassador – Limited Service

Department: Airport

Reports to: Director of Operations

Pay Grade: 6

Job Code: XX

Exempt/Non-Exempt: Non-Exempt

Union: Non-Union

General Purpose: This position is responsible for providing customer service at the terminal and taxi areas as well as providing some security and ground transportation services.

Essential Job Functions:

- Provide front line customer service curbside at the terminal building, roadways, and parking garage, including assisting with luggage and wheelchairs, giving directions, parking information and security requirements.
- Be both courteous and professional in their interactions with the public.
- Be knowledgeable of airport facilities, airport terminal and fire exits as well as other airport buildings and traffic routes.
- Remain informed of special events and attractions in the Chittenden County area.
- Observe, understand and be knowledgeable regarding Airport and TSA security requirements
- Keep informed of airline arrival and departure schedule at the Burlington International Airport.
- Be knowledgeable and able to communicate information regarding access and availability of local taxi, limousine, bus and related services.
- Regularly patrol areas outside Airport Terminal and Parking Garage.
- Communicate and cooperate on security and customer service matters with Airport Operations and Burlington Police officers assigned to the Airport.
- Maintain and enhance positive public relations by responding promptly to complaints and inquiries by the traveling public.
- Enforce airport rules and regulations and City Ordinances relating to ground transportation services, traffic flow, and parking of vehicles, including but not limited to directing traffic and issuing tickets for parking and traffic violations as appropriate.
- Follow procedures and prevent security breaches by properly manning the North Concourse Exit Lane as directed by Airport Operations.
- Collect luggage carts and wheelchairs on a regular basis through out the day.
- Assist with monitoring and counting vehicles in the parking garage, including directing vehicles to the off premises parking lot when the parking garage has reached capacity.

- Understand and execute Ground Transportation duties such as; Collecting per trip fees paid by permitted/licensed operators, ensuring that fees are secured and remitted to the Airports administrative offices on schedule.

Non-Essential Job Functions:

- Performs other duties as required.

Qualifications/Basic Job Requirements:

- High school diploma or GED. Experience in airport or security preferred but not required.
- Ability to obtain a Burlington International Airport Secured Area ID badge which includes a 10 year fingerprint based criminal history records check, a security threat assessment check and a written exam.
- Ability to work during hours of operations: 4:00 am to 12:30 am daily or until the last passengers have deplaned. Last Ambassador on duty must be cleared to leave by Airport Operations.
- Ability to properly use equipment including two-way handheld radios capable of tuning into Airport frequencies.
- Must be able to stand for several hours at a time.
- Ability to work extended periods of time in all weather conditions.
- Ability to communicate effectively orally.
- Ability to process monetary transactions and apply basic math skills
- Ability to communicate using basic writing skills

Physical & Mental/Reasoning Requirements; Work Environment:

These are the physical and mental/reasoning requirements of the position as it is typically performed. Inability to meet one or more of these physical or mental/reasoning requirements will not automatically disqualify a candidate or employee from the position.

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|---|--|---|
| <input checked="" type="checkbox"/> seeing | <input type="checkbox"/> ability to move distances | <input checked="" type="checkbox"/> lifting (specify) |
| <input checked="" type="checkbox"/> color perception
(red, green, amber) | <input type="checkbox"/> within and between
warehouses/offices | <input type="checkbox"/> 75 pounds |
| <input checked="" type="checkbox"/> hearing/listening | <input type="checkbox"/> climbing | <input checked="" type="checkbox"/> carrying (specify) |
| <input checked="" type="checkbox"/> clear speech | <input type="checkbox"/> ability to mount and
dismount forklift/truck | <input type="checkbox"/> 75 pounds |
| <input checked="" type="checkbox"/> touching | <input checked="" type="checkbox"/> pushing/pulling | <input type="checkbox"/> driving (local/over
the road) |
| <input checked="" type="checkbox"/> dexterity | | |
| <input checked="" type="checkbox"/> hand | | |
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| <input checked="" type="checkbox"/> reading - basic | <input checked="" type="checkbox"/> math skills - basic | |
| <input type="checkbox"/> reading - complex | <input type="checkbox"/> math skills - complex | <input type="checkbox"/> analysis/comprehension |
| <input checked="" type="checkbox"/> writing - basic | <input type="checkbox"/> clerical | <input checked="" type="checkbox"/> judgment/decision
making |
| <input type="checkbox"/> writing - complex | | |
| <input checked="" type="checkbox"/> shift work | <input checked="" type="checkbox"/> outside | <input type="checkbox"/> pressurized |

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| <input type="checkbox"/> works alone | <input checked="" type="checkbox"/> extreme heat | equipment |
| <input checked="" type="checkbox"/> works with others | <input checked="" type="checkbox"/> extreme cold | <input type="checkbox"/> moving objects |
| <input checked="" type="checkbox"/> verbal contact w/others | <input checked="" type="checkbox"/> noise | <input type="checkbox"/> high places |
| <input checked="" type="checkbox"/> face-to-face contact | <input checked="" type="checkbox"/> mechanical equipment | <input checked="" type="checkbox"/> fumes/odors |
| <input type="checkbox"/> inside | <input type="checkbox"/> electrical equipment | <input type="checkbox"/> hazardous materials |
| | | <input checked="" type="checkbox"/> dirt/dust |

Supervision:

Directly Supervises: _____ Indirectly Supervises: _____

Disclaimer:

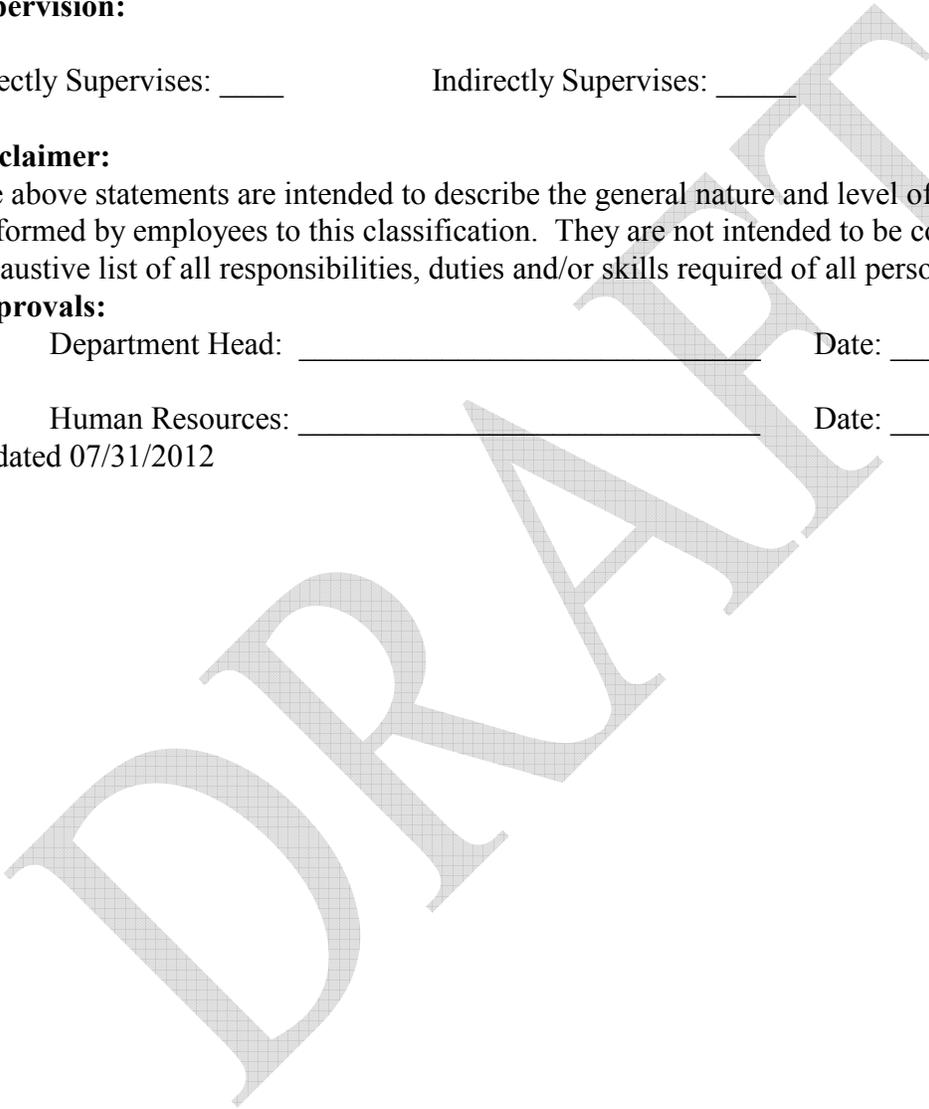
The above statements are intended to describe the general nature and level of work being performed by employees to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required of all personnel so classified.

Approvals:

Department Head: _____ Date: _____

Human Resources: _____ Date: _____

Updated 07/31/2012



City of Burlington Job Description

Position Title: Airport Ambassador Shift Leader - Limited Service

Department: Airport

Reports to: Director of Operations

Pay Grade: 12

Job Code: XX

Exempt/Non-Exempt: Non-Exempt

Union: Non-Union

General Purpose: This position is responsible for the oversight of Airport Ambassadors on their assigned shift including flow of airport customers through the parking, bus, and taxi services. The Shift leader will also provide excellent customer service at the terminal and taxi areas as well as some security and ground transportation services.

Essential Job Functions:

- Coordinate the flow of airport customers through the terminal building, roadways, and parking garage, including assisting with luggage and wheelchairs, giving directions, parking information and security requirements.
- Oversee the activities of Airport Ambassadors on shift including assistance in problem resolution.
- Be both courteous and professional in interactions with the public and model excellent customer service and conflict resolution skills to the Airport Ambassador work group.
- Be knowledgeable of airport facilities, airport terminal and fire exits as well as other airport buildings and traffic routes and ensure that Ambassador group is trained and informed of changes in airport facilities.
- Observe, understand and be knowledgeable regarding Airport and TSA security requirements.
- Keep informed of airline arrival and departure schedule at the Burlington International Airport.
- Ensure that Airport Ambassadors are knowledgeable and able to communicate information regarding access and availability of local taxi, limousine, bus and related services.
- Assist in coordinating and performing annual and random taxi vehicle inspections.
- Coordinate the patrol of areas outside Airport Terminal and Parking Garage during shift.
- Communicate and cooperate on security and customer service matters with Airport Operations and Burlington Police officers assigned to the Airport.
- Maintain and enhance positive public relations by responding promptly to complaints and inquiries by the traveling public.
- Enforce airport rules and regulations and City Ordinances relating to ground transportation services, traffic flow, and parking of vehicles, including but not limited to directing traffic and issuing tickets for parking and traffic violations as appropriate.

- Follow procedures and prevent security breaches by properly manning the North Concourse Exit Lane as directed by Airport Operations.
- Collect luggage carts and wheelchairs on a regular basis through out the day.
- Assist with the monitoring and counting vehicles in the parking garage, including directing vehicles to the off premises parking lot when the parking garage has reached capacity.
- Understand and execute Ground Transportation duties such as; Collecting per trip fees paid by permitted/licensed operators, ensuring that fees are secured and remitted to the Airports administrative offices on schedule.
- Upkeep of daily communication log between Ambassadors and self regarding conflict/situations that may arise when the Crew Leader is not on-duty.
- Provide support to the Airport Operations Staff as needed.

Non-Essential Job Functions:

- Performs other duties as required.

Qualifications/Basic Job Requirements:

- High school diploma or GED and two years of experience in a customer service setting, with at least one years of supervisory experience.
- Experience in airport or security preferred but not required.
- Ability to obtain a Burlington International Airport Secured Area ID badge which includes a 10 year fingerprint based criminal history records check, a security threat assessment check and a written exam.
- Ability to work during hours of operations: 4:00 am to 12:30 am daily or until the last passengers have deplaned. Last Ambassador on duty must be cleared to leave by Airport Operations.
- Ability to properly use equipment including two-way handheld radios capable of tuning into Airport frequencies.
- Must be able to stand for several hours at a time.
- Ability to work extended periods of time in all weather conditions.
- Ability to communicate effectively orally.
- Ability to process monetary transactions and apply basic math skills
- Ability to communicate using basic writing skills

Physical & Mental/Reasoning Requirements; Work Environment:

These are the physical and mental/reasoning requirements of the position as it is typically performed. Inability to meet one or more of these physical or mental/reasoning requirements will not automatically disqualify a candidate or employee from the position.

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| <input checked="" type="checkbox"/> color perception
(red, green, amber) | within and between
warehouses/offices | <input type="checkbox"/> 75 pounds |
| <input checked="" type="checkbox"/> hearing/listening | <input type="checkbox"/> climbing | <input checked="" type="checkbox"/> carrying (specify) |
| <input checked="" type="checkbox"/> clear speech | <input type="checkbox"/> ability to mount and | <input type="checkbox"/> 75 pounds |
| <input checked="" type="checkbox"/> touching | dismount forklift/truck | <input checked="" type="checkbox"/> driving (local/over
the road) |

- dexterity
- hand
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- writing - basic
- writing - complex
- shift work
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- verbal contact w/others
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- math skills - basic
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- clerical
- analysis/comprehension
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- outside
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- extreme cold
- pressurized equipment
- moving objects
- high places
- noise
- fumes/odors
- mechanical equipment
- hazardous materials
- electrical equipment
- dirt/dust

Supervision:

Directly Supervises: 2-5 Indirectly Supervises: 0

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by employees to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required of all personnel so classified.

Approvals:

Department Head: _____ Date: _____

Human Resources: _____ Date: _____

Updated 07/30/2012

City of Burlington Job Description

Position Title: Ambassador Working Foreman - Limited Service

Department: Airport

Reports to: Director of Operations

Pay Grade: 16

Job Code: XX

Exempt/Non-Exempt: Non-Exempt

Union: Non-Union

General Purpose: This position is responsible for the day to day supervision of the Airport Ambassadors including flow of airport customers through the parking, bus, and taxi services. The Working Foreman will also provide excellent customer service at the terminal and taxi areas as well as some security and ground transportation services.

Essential Job Functions:

- Coordinate the flow of airport customers through the terminal building, roadways, and parking garage, including assisting with luggage and wheelchairs, giving directions, parking information and security requirements.
- Oversee Airport Ambassador employees, supervise day to day activities, and resolve problems, and provide job training and input with performance evaluations. Manage Ambassador scheduling for federally mandated coverage, vacations, call-outs and number of hours.
- Be both courteous and professional in interactions with the public and model excellent customer service and conflict resolution skills to the Airport Ambassador work group.
- Be knowledgeable of airport facilities, airport terminal and fire exits as well as other airport buildings and traffic routes and ensure that Ambassador group is trained and informed of changes in airport facilities.
- Observe, understand and be knowledgeable regarding Airport and TSA security requirements.
- Keep informed of airline arrival and departure schedule at the Burlington International Airport.
- Remain informed of special events and attractions in the Chittenden County area.
- Ensure that Airport Ambassadors are knowledgeable and able to communicate information regarding access and availability of local taxi, limousine, bus and related services.
- Coordinate 60-80 permitted taxis and drivers, including performing annual and random taxi vehicle inspections.
- Coordinate the patrol of areas outside Airport Terminal and Parking Garage.
- Conducts daily garage license plate inspections
- Compiles weekly and monthly reports on daily garage license plate surveys
- Reactivates and Manages Park and Shuttle as required.

- Communicate and cooperate on security and customer service matters with Airport Operations and Burlington Police officers assigned to the Airport.
- Maintain and enhance positive public relations by responding promptly to complaints and inquiries by the traveling public.
- Enforce airport rules and regulations and City Ordinances relating to ground transportation services, traffic flow, and parking of vehicles, including but not limited to directing traffic and issuing tickets for parking and traffic violations as appropriate.
- Follow procedures and prevent security breaches by properly manning the North Concourse Exit Lane as directed by Airport Operations.
- Collect luggage carts and wheelchairs on a regular basis through out the day.
- Assist with the monitoring and counting vehicles in the parking garage, including directing vehicles to the off premises parking lot when the parking garage has reached capacity.
- Understand and execute Ground Transportation duties such as; Collecting per trip fees paid by permitted/licensed operators, ensuring that fees are secured and remitted to the Airports administrative offices on schedule.
- Work with Ambassadors and Taxi drivers to resolve questions or concerns about procedures within the Taxi areas of the airport, and report concerns to the Director of Operations.
- Upkeep of daily communication log between Ambassadors and Shift Leaders regarding conflict/situations that may arise.
- Answers calls after regularly scheduled hours from both taxi drivers and employees.
- Provide support to the Airport Operations Staff as needed.

Non-Essential Job Functions:

- Performs other duties as required.

Qualifications/Basic Job Requirements:

- High school diploma or GED and four years of experience in a customer service setting, with at least two years of supervisory experience.
- Experience in airport or security preferred but not required.
- Ability to obtain a Burlington International Airport Secured Area ID badge which includes a 10 year fingerprint based criminal history records check, a security threat assessment check and a written exam.
- Ability to work during hours of operations: 4:00 am to 12:30 am daily or until the last passengers have deplaned. Last Ambassador on duty must be cleared to leave by Airport Operations.
- Ability to properly use equipment including two-way handheld radios capable of tuning into Airport frequencies.
- Must be able to stand for several hours at a time.
- Ability to work extended periods of time in all weather conditions.
- Ability to communicate effectively orally.
- Ability to process monetary transactions and apply basic math skills
- Ability to communicate using basic writing skills

Physical & Mental/Reasoning Requirements; Work Environment:

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| <input type="checkbox"/> reading - complex | <input type="checkbox"/> math skills - complex | <input checked="" type="checkbox"/> judgment/decision
making |
| <input checked="" type="checkbox"/> writing - basic | <input type="checkbox"/> clerical | |
| <input type="checkbox"/> writing - complex | | |
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| <input checked="" type="checkbox"/> verbal contact w/others | <input checked="" type="checkbox"/> noise | <input checked="" type="checkbox"/> fumes/odors |
| <input checked="" type="checkbox"/> face-to-face contact | <input checked="" type="checkbox"/> mechanical equipment | <input type="checkbox"/> hazardous materials |
| <input type="checkbox"/> inside | <input type="checkbox"/> electrical equipment | <input checked="" type="checkbox"/> dirt/dust |

Supervision:

Directly Supervises: 16 Indirectly Supervises: 0

Disclaimer:

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Approvals:

Department Head: _____ Date: _____

Human Resources: _____ Date: _____

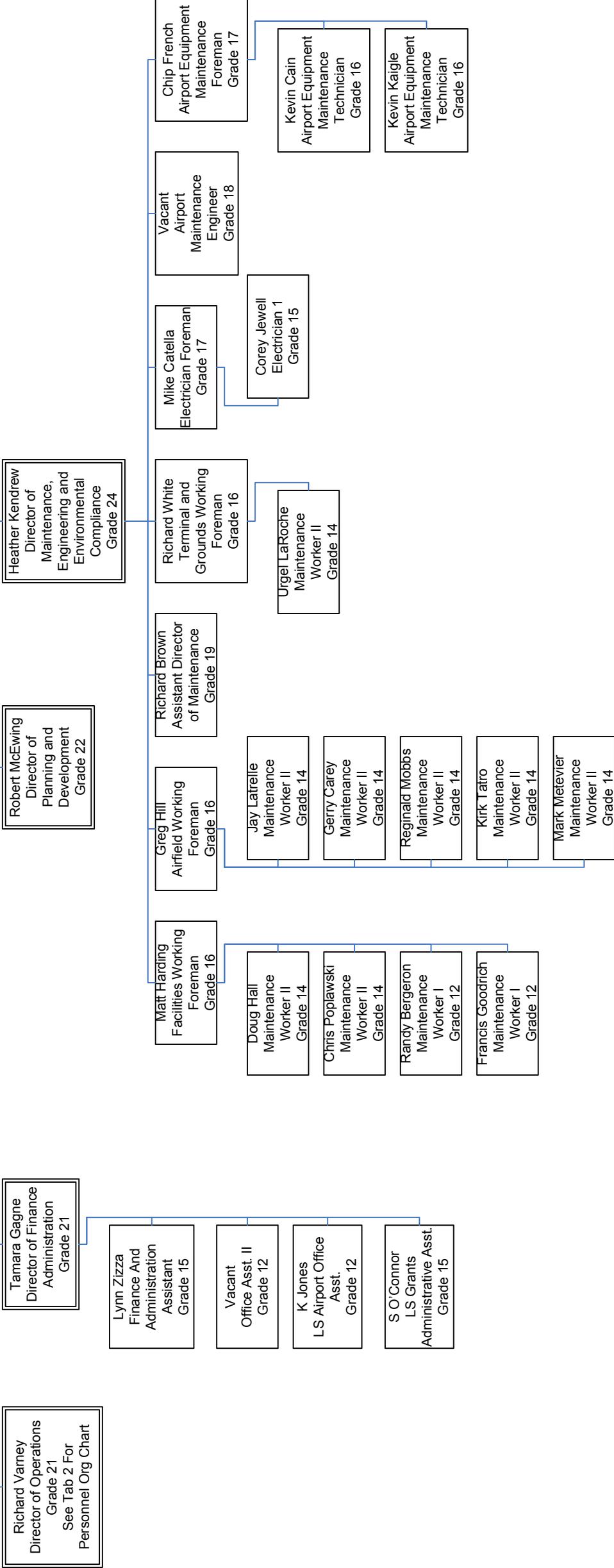
Classification Scores
 July 31 2012

Airport Ambassadors			
Knowladge & Skills	B1X		61
Mental Demands	B1C		9
Accountablity	A1N		11
Working Conditions	L1B		6
			87
Total			
Classification	Limited Serivce Part-Time Grade 6		

Airport Ambassador Shift Leader			
Knowladge & Skills	C1N		106
Mental Demands	C2F		23
Accountablity	C1S		35
Working Conditions	L1B		8
			172
Total			
Classification	Limited Serivce Full-Time Grade 12		

Airport Ambassadors Working Foreman			
Knowladge & Skills	D1N		140
Mental Demands	D3H		46
Accountablity	D1S		70
Working Conditions	S2B		13
			269
Total			
Classification	Limited Serivce Full-Time Grade 16		

Gene Richards (Interim)
Director of Aviation



Burlington International Airport
City of Burlington
July 2012

Richard Varney
Director of Operations
Grade 21

Kelly Colling
Ops Foreman
Grade 17

Doug Wood
Air Ops Specialist
Grade 15

Joel Morales
Air Ops Specialist
Grade 15

P Sharrow
Air Ops Specialist
Grade 15

Andrew Jones
Air Ops Specialist
Grade 15

Sarah Steves
Air Ops Specialist
Grade 15

H Bowman
Air Ops Specialist
Grade 15

Ambassador
Working Foreman
Grade 16

Ambassador
Working Foreman
Grade 16

Ambassador Shift
Leader
Grade 12

Ambassador Shift
Leader
Grade 12

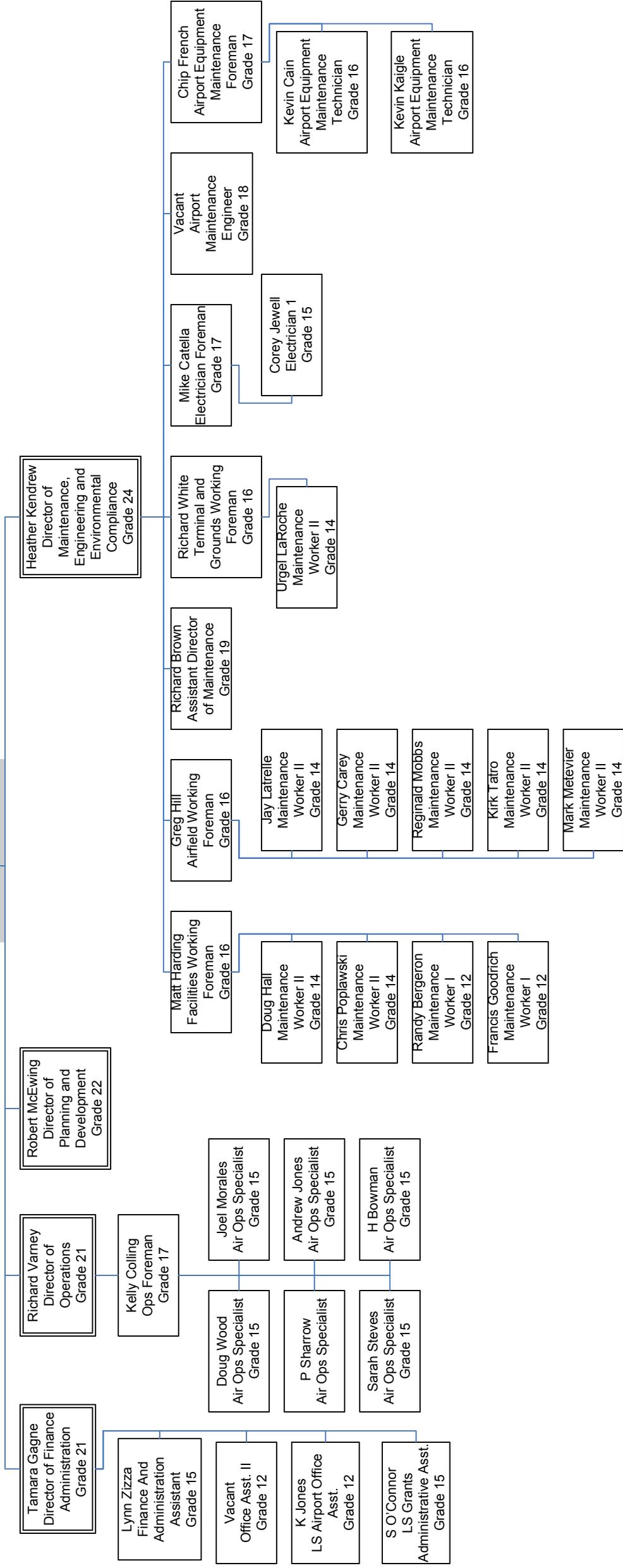
Ambassador Shift
Leader
Grade 12

Ambassador
Grade 6

Team Title

Burlington International Airport
City of Burlington
July 2012

Gene Richards (Interim)
Director of Aviation



Burlington International Airport
City of Burlington
August 2011

Resolution Relating to

**CREATION OF LIMITED SERVICE POSITIONS –
AIRPORT AMBASSADOR, AIRPORT AMBASSADOR SHIFT LEADER,
AIRPORT AMBASSADOR CREW LEADER**

In the year Two Thousand Twelve.....
Resolved by the City Council of the City of Burlington, as follows:

That WHEREAS, the Interim Director of Aviation at the Burlington International Airport has requested the creation of thirteen (13) limited service part-time Airport Ambassadors; and

WHEREAS, the position shall be classified at a grade six (6) according to the Willis Classification System; and

WHEREAS, the position is responsible for providing customer service at the terminal and taxi areas as well as providing some security and ground transportation services; and

WHEREAS, the Interim Director of Aviation at the Burlington International Airport has requested the creation of three (3) limited service, full-time Airport Ambassador Shift Leaders; and

WHEREAS, the position shall be classified at a grade twelve (12) according to the Willis Classification System; and

WHEREAS, the position is responsible for the oversight of Airport Ambassadors on their assigned shift including flow of airport customers through the parking, bus, and taxi services; and

WHEREAS, the Interim Director of Aviation at the Burlington International Airport has requested the creation of two (2) limited service, full-time Airport Ambassador Working Foreman; and

WHEREAS, the position shall be classified as a grade sixteen (16) according to the Willis Classification System; and

WHEREAS, the position is responsible for the day to day supervision of the Airport Ambassadors including flow of airport customers through parking, bus and taxi services and providing excellent customer service at the terminal and taxi areas as well as some security ground transportation services.

WHEREAS, the Human Resources Director and Board of Finance have approved these requests;

NOW THEREFORE, BE IT RESOLVED that the creation of the thirteen 13 classified limited service part-time Airport Ambassador positions, grade six (6), and the three (3) classified limited service full-time Airport Ambassador Shift Leaders, grade twelve (12), and the two (2) classified limited service full-time Airport Ambassador Working Foreman, grade sixteen (16) all according to the Willis Classification System, are approved effective as of City Council approval.