



# HUMAN RESOURCES DEPARTMENT

City of Burlington

179 South Winooski Avenue, Burlington, VT 05401

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## Airport Ambassador Burlington International Airport 1 Limited Service Position

**POSTING DATE:** August 29, 2013

**DEADLINE TO APPLY:** September 12, 2013

**RATE OF PAY:** \$14.21/hr

**POSITION STATUS:** Full-Time

**EXEMPT/NON-EXEMPT:** Non-Exempt

**CLASSIFICATION GRADE:** 6, Non-Union

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 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 FUNCTIONS:

- Performs other duties as required

### MINIMUM QUALIFICATIONS:

- 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

**To Apply: Submit cover letter, resume and a City of Burlington Application to:** Human Resources Department, 179 So. Winooski Ave., Burlington, Vermont 05401. To obtain an application or for more information about the City of Burlington, please see our website: [www.burlingtonvt.gov/HR](http://www.burlingtonvt.gov/HR).

The City of Burlington will not tolerate unlawful harassment or discrimination on the basis of political or religious affiliation, race, color, national origin, place of birth, ancestry, age, sex, sexual orientation, gender identity, marital status, veteran status, disability, HIV positive status or genetic information. 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.

WOMEN, MINORITIES AND PERSONS WITH DISABILITIES ARE HIGHLY ENCOURAGED TO APPLY.

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