



Job Title: Parking Lot Ambassador
Reports to: Parking Lot Manager
FLSA Status: Non-Exempt
Pay Level: 6

JOB SUMMARY

The Airport Parking Lot Ambassador is responsible for ensuring customers have a positive experience at the parking operations at Friedman Memorial Airport. This includes giving directions, directing ground transportation to the appropriate parking areas, answering customer inquiries, providing superb customer service, and maintaining a clean and orderly parking lot, especially during inclement weather.

MISSION

Providing the Wood River Valley, surrounding communities, and traveling public a safe, reliable, and friendly aviation facility through collaboration and communication internally and with our customers, community, and stakeholders; training, adequate facilities, and sustainable business practices.

PRIMARY DUTIES AND RESPONSIBILITIES

- Ensures airport customers and ground transportation comply with TSA and SUN Airport board regulations and park in appropriate/approved locations
- Provides excellent customer service in parking lot interactions including rates, equipment use, and providing accurate directions and information about the airport and/or nearby locations
- Represents SUN Airport Board and management professionally when interacting with customers, vendors, and general public
- Maintains clean, safe parking lot conditions at all times including during the winter, facilitating snow removal, and deicing pedestrian areas
- Assists customers regarding rules and regulations, airport functions, and emergency situations
- Follows operating procedures accurately
- Coordinates with Parking Lot Manager and/or Airport Operations on any parking lot issues that arise
- Responds to all emergency and medical incidents by communicating with first responders, victims, and witnesses, as necessary
- Receives parking lot cell phone calls in a timely manner and handles callers professionally and with high standards of customer service; responds to messages without delay
- Assists with documenting all “incidents” according to policy accurately, detailed, and concisely
- Must be punctual when arriving to work
- Must be able to manage time wisely and is self-motivated to the task at hand even when distractions and interruptions occur
- Must be safety driven for yourself as well as your team members
- Must have the appropriate required licenses and skills to operate large equipment in unfavorable conditions
- Must communicate professionally and in a positive manner at all times
- When able, conduct “walk through inspections” of terminal building facilities to ensure good conditions

Miscellaneous

- Good team player; takes pride in work and promotes trust
- Takes accountability for actions
- Conducts yourself in a professional and ethical manner publicly and personally
- Understands public and confidentiality policies of Friedman Memorial Airport

- Maintains regular and reliable attendance
- Performs other work-related duties as needed

KNOWLEDGE, SKILLS, AND ABILITIES

- Act to resolve problems and provide solutions
- Knowledge of principles and practices of Friedman Airport Security Procedures
- Knowledge of principles and practices of various agencies including city, county, state, and federal agencies such as TSA and FAA
- Knowledge of Microsoft Office programs including Excel, Word, PowerPoint, Outlook, and Teams
- Skilled in prioritizing multiple tasks and managing projects with absolute deadlines
- Ability to engage critical thinking and problem-solving skills with a demonstrated ability for attention to detail
- Ability to understand functionality and work with/troubleshoot on-site equipment to ensure operational viability
- Establish and maintain effective working relations with co-workers and clients
- Perform essential duties effectively and accurately
- Work independently or as part of a team
- Available after normal business hours to work
- Must have a valid Idaho Driver's License
- Completion of a TSA 10-year employment background investigation
- Transportation Security Administration (TSA) background check (SIDA)
- Successfully pass Friedman Memorial Airport background investigation that includes reference checks and criminal history checks

JOB REQUIREMENTS

Education and Work Experience:

- High School diploma **AND** one (1) year of demonstrated customer service experience
- A minimum of one (1) year of experience performing in a customer service industry with preference in an Airport environment
- Any equivalent combination of education, experience and training which demonstrates the knowledge, skills, and abilities necessary to perform the work specified

Language Skills:

- Effectively communicate in the written and spoken English language
- Able to communicate directions
- Read, analyze, and interpret communications from numerous departments as well as local and federal agencies
- Clearly and effectively articulate ideas and thoughts (verbally and in writing); actively listen; and facilitate public meetings
- Able to follow written and verbal instructions, policies and procedures with accuracy and attention to detail

Reasoning Ability:

- Ability to solve complex problems and deal with a variety of situational variables and scenarios within the limited scope of airport operations
- Prepare and interpret a variety of instructions furnished in written, oral, diagram, or schedule form as well as develop effective solutions where limited guidance is provided

Physical Abilities:

- Physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job

- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions
- This position may require the employee to regularly stand, walk, sit, and drive
- This position will require the use of hands to finger, handle, or feel, reach with hands and arms, speak, and hear
- The employee occasionally is required to climb, balance and stoop, kneel, crouch, or crawl and must be able to lift and/or carry up to 30 pounds
- Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus

Working Environment:

- The work environment will include inside conditions, outdoor weather conditions, extreme temperature, in wet and humid conditions, and may include exposure to areas of dust, odors, mist, gases or other airborne matter
- Work includes protected exposure to chemicals
- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily
- **The position works varying shifts in 24/7 operations**, including holidays and weekends.

DRUG FREE WORKPLACE

In accordance with the Friedman Memorial Airports Drug Free Workplace Regulation, this position is designated as a safety sensitive position and is subject to testing requirement including Post Offer Applicant Testing, Random Testing, Reasonable Suspicion, Post-Accident, etc. Applicants will be required to submit to screening for illegal drug use prior to hire. Appointment to this position is contingent upon a negative pre-employment drug test.

EQUAL OPPORTUNITY EMPLOYER

Friedman Memorial Airport is an Equal Opportunity Employer (EOE). Qualified applicants are considered for employment without regard to age, race, color, religion, sex, national origin, sexual orientation, disability, or veteran status.

This job description indicates, in general, the nature and levels of work, knowledge, skills, abilities, and other essential functions (as covered under the Americans with Disabilities Act) expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities required. Employee may be asked to perform other duties as required or needed.

I have read and understand the contents of this job description, and I have received a copy of this job description for my records.

Employees Signature	Date
Supervisor's Signature	Date