



Job Title: Holiday Host
Reports to: Business Operations Coordinator
FLSA Status: Seasonal/Temporary Position, Non-Exempt
Pay Level: 3

JOB SUMMARY

The Friedman Memorial Airport Holiday Host is a customer service liaison to airport patrons during the winter holiday season (typically December 15 – January 3, approximately). The Holiday Host position proactively greets airport guests who may be departing or arriving the area and assists to answer questions and direct them to other services. Using customer service and problem-solving skills, the Holiday Host directs patrons to areas of the airport include airline counters, restrooms, baggage claim, TSA, and general community and tourist information, representing the airport in a professional, positive manner.

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

- Provide excellent customer service to all airport patrons as a representative of Friedman Memorial Airport (wearing an assigned Airport vest and appropriate dress – i.e. business casual type attire, denim with no holes, close-toe shoes, clothing that covers)
- Proactively assist and welcome patrons by extending a verbal greeting, and through non-verbal communication such as smiling and eye contact
- Maintain a positive attitude and seek solutions
- Demonstrate a strong understanding of airport layout
- Provide clear directions to patrons
- Assist customers in solving problems
- Direct customers to appropriate airport locations including airline counters, restrooms, baggage claim, TSA, communication information, etc.
- Communicate clearly with a wide variety of patrons from diverse backgrounds and locations
- Demonstrate patience while problem solving
- Other duties as assigned

KNOWLEDGE, SKILLS, AND ABILITIES

- Possesses strong interpersonal and verbal communication skills
- Possesses ability to interact with the public in a wide variety of situations, maintaining a professional demeanor
- Contributes positively to the team environment
- Ability to work both independently and cooperatively
- Ability to perform duties unsupervised or with minimal instruction (seeks solutions)
- Must be able to work flexible and extended hours to accommodate holiday scheduling
- Must be able to obtain and maintain an airport security badge (SIDA)

JOB REQUIREMENTS

Education and Work Experience:

- Experience providing customer service in a public setting, preferred
- High school diploma or the equivalent preferred but not required

Language Skills:

- Effectively communicate in the written and spoken English language
- Read, analyze, and interpret communications in the airport
- Able to follow written and verbal instructions with accuracy and attention to detail

Reasoning Ability:

- Ability to seek out solutions for airport patrons as questions arise

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 (for extended periods of time), walk, and sit
- This position will require the use of hands to finger, handle, or feel, reach with hands and arms, speak, and hear

Working Environment:

- Work is performed in an indoor public space environment where the physical demands require standing and/or sitting for extended periods of time
- Work is performed in areas that are periodically crowded with many people coming and going
- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily
- **Standard work schedule for this position is flexible but will involve shifts during heavy traffic arrival and departure times. Shifts may be anywhere from 2 hours to 6 hours any given day.**

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.

Employee's Signature

Date

Supervisor's Signature

Date