

**SOUTH BEND INTERNATIONAL AIRPORT
ST. JOSEPH COUNTY AIRPORT AUTHORITY**

POSITION: Information and Communications Center Agent/
Customer Service Representative

FLSA STATUS: Non-Exempt

REPORTS TO: Operations Manager

HOURS OF WORK: Full time. Shift work, weekends and holidays required

QUALIFICATIONS:

Education: High School diploma or equivalent. Specialized training in computer software helpful. Degree in Aviation Management, Criminal Justice, or Aviation Management helpful.

Experience: Six months to one year customer service experience requiring public contact, answering multi-line telephone equipment and use of general office equipment such as computers, fax machine and copier. Experience in a communications center or a security background is preferred.

Licenses: Maintain valid Driver's License

Other: Knowledge of Microsoft Office Programs; knowledge of the operation of radio equipment, telephone equipment, recording devices and closed-circuit television monitoring; ability to maintain confidentiality; ability to establish and maintain an effective working relationship with others; ability to maintain accurate and complete records; ability to problem solve; ability to make quality decisions using sound judgment; ability to utilize two-way radio communications; ability to multi-task; ability to work independently and with others; ability to listen and communicate effectively, verbally and in writing; ability to interact with a variety of personalities; ability to remain calm and objective in emergency situations; ability to professionally deal with difficult people; ability to understand, follow and clearly transmit written and oral instructions; ability to represent the Authority in a professional manner.

ESSENTIAL DUTIES & RESPONSIBILITIES:

- Support SBN's Mission, Vision and Values at all times.
- Monitor scanner radios for Airport, Mutual Aid and FAA frequencies. Act as liaison among parties operating on different frequencies. Dispatch appropriate personnel to events on airport property.
- Monitor closed-circuit television screens for surveillance and safety purposes, rotating screens among numerous cameras.

- Process applications for airport-issued identification badges; produce ID badges and maintain accurate records.
- Perform adjudication for airport-issued identification badge applicants through digital criminal history background checks and security threat assessments.
- Perform audits to ensure compliance and accuracy of records.
- Train personnel in processing applications for airport-issued identification badges.
- Update daily activity logs for multiple departments, making note of significant events.
- Assist in the coordination of emergency response to all aircraft incidents and in the coordination of Airport Authority employees and outside responding agencies; maintain communication with staff during emergencies; provide support for all departments during the emergency.
- Answer Crash Phone when required.
- Work with tenants to ensure compliance with airport rules and regulations and enforce as necessary.
- Act as liaison for other airport departments and tenants, coordinating tasks that involve more than one area of responsibility.
- Maintain intra- and inter-departmental cooperation and teamwork.
- Answer and screen incoming telephone calls and forward to appropriate Authority staff.
- Receive, document and return items for airport lost and found.
- Accurately process payments for parking, taxi, badge, and other rates and charges; prepare receipts.
- Maintain accurate and compliant records necessary for the operation of the Operations Center.
- Perform clerical functions as needed.
- Monitor Access Control System for alarms or violations.
- All employees are expected to be part of our customer service team as Dedicated Customer Care Specialists.
- Perform any other duties as may be assigned to ensure the safe and efficient operation of the airport.

PHYSICAL REQUIREMENTS:

- Work is frequently performed in a standard office environment as well as extensive periods of time outdoors.
- Exposure to dust, grease, excessive noise or vibration, noxious gas or fumes and/or extreme outdoor weather conditions may be rarely expected.

- Ability to push, pull, lift and carry up to 50 pounds.
- Position requires frequent reaching with hands and arms, standing, and walking.
- Ability to occasionally climb, kneel, crouch, bend, and crawl are required.
- Ability to sit for constant periods of time.
- Vision abilities required include close, distant, color peripheral, depth and the ability to adjust focus.
- Work performed requires the ability to speak and hear.
- Position is required to occasionally drive Authority vehicles on Airport grounds and public highways.

Key:

Constant Physical Requirement: 67% or more of the day

Frequent Physical Requirement: 33-66% of the day

Occasional Physical Requirement: 0-32% of the day

Revised: 12/29/2022