



Job Title	Airport Customer Relations Coordinator	FLSA Status	Non-Exempt
Band	PAR	Probationary Period	12 Months
Zone	4	Job Code	15103

Class Specification – Airport Customer Relations Coordinator

Summary Statement:	
The purpose of this position is to develop, implement, and manage customer service programs and services for the Colorado Springs Airport; coordinate community endeavors and events; provide customer service relations including responding to passenger inquiries; managing the Premier Membership Program and Lounge; and managing the Ambassador program.	
Essential Functions	Note: Regular and predictable attendance in the performance of this job is an essential function.
Time %	Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.
60%	Coordinate all aspects of customer service at the Colorado Springs Airport. Monitor industry trends for initiatives for implementation potential. Coordinate customer service terminal programs such as pet therapy program; and programs that provide goodwill and hospitality to airport passengers, customers, and visitors. Oversee the Premier Lounge operations and membership programs to include supervising customer service representatives staffing the lounge. Develop and maintain lounge food and beverage inventory including evaluating costs and expenses and identifying cost savings alternatives. Supervise and oversee the airport volunteer ambassadors and provide oversight of ambassador program to include working with the City’s volunteer coordinator. Oversee the Thanks Again program and other passenger service initiatives. Plan events for Ambassadors to include recognition for years of service. Provide customer relations support by processing and responding to questions, and resolving issues. Develop strategies and implements plans to mitigate foreseeable negative customer impacts. Coordinate efforts with other groups and tenants to ensure optimal solutions for all stakeholders, both internal and external.
20%	Plan, coordinate, and execute airport tours for interested parties. Plan special events in terminals in order to raise awareness of airport services to include airline inaugural flight events and other special events (Airstrip Attack, etc). Plan events in the terminal for the holiday season. Support airport public relations and communications through displays, signs, social media, and other electronic means on airport events. Attend and assist in media interviews and other events.



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15%	Build and establish rapport with airport tenants. Develop, maintain, and publish a quarterly newsletter for airport tenants. Identify products for airport promotional purposes. Develop and maintain monthly reports for food and beverage usage in the lounge. Complete monthly activity reports of guest requests, repairs, and maintenance performed in the lounge.
5%	Responsible for managing and overseeing the Airport Art Program. Identify and implement art and exhibits to enhance community relations. Identify contacts within local school districts and artistic organizations and work with these contacts to obtain and curate art work for display at the Airport. Monitor art inventory and the art displays program.

Competencies Required:	
Human Collaboration Skills: Decisions regarding interpretation of policies may be made. Contact may involve support of controversial positions or the negotiation of sensitive issues or important presentations. Contacts may involve stressful, negative interactions with the public requiring high levels of tact and the ability to respond to aggressive interpersonal interactions.	
Reading: Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.	
Math: Intermediate - Ability to deal with system of real numbers; practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.	
Writing: Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.	

Technical Skills Required:	
Skilled in a Technical Field: Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgments and decision-making abilities appropriate to the work environment of the organization.	



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Relevant Background and Formal Education: Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.

Education: Equivalent to the completion of twelfth grade supplemented by specialized training in current office support functions and procedures.

Experience: Three years of full-time experience in program coordination relating to marketing, executive support, or hospitality management.

Certifications and Licenses: Must possess or be able to acquire the following certifications and/or licenses.

Certifications required in accordance with standards established by departmental policy.

Supervision Exercised:

Requires the occasional direction of volunteers, helpers, assistants, seasonal employees, interns, or temporary employees.

Supervision Received:

Receives General Direction: This job title normally performs the job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. Performance reviewed periodically.

Fiscal Responsibility:

This job title does research for documents, compiles data for computer entry, and/or enters or oversees data entry. Has responsibility for monitoring budget/fiscal expenditures (typically non-discretionary expenditures) for a work unit of less than department size (programs, activities, projects or small organizational units) or responsibility for fiscal management of capital project(s).

Physical Demands:

Exerting up to 20 pounds occasionally, 10 pounds frequently, or negligible amounts constantly AND/OR walking or standing to a significant degree.



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Environmental Conditions:	Frequency
Primary Work Environment	Office
Extreme Temperature	Never
Wetness and Humidity	Never
Respiratory Hazards	Never
Noise and Vibrations	Occasionally
Physical Hazards	Never
Mechanical and/or Electrical Hazards	Never
Exposure to Communicable Diseases	Rarely

Machines, Tools, Equipment, and Work Aids: Computer, printer, copier, telephone, and standard office equipment.

Specialized Computer Equipment and Software: Microsoft Office.

The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.

Original date: July 2017