

**ST. AUGUSTINE – ST. JOHNS COUNTY
AIRPORT AUTHORITY**

JOB TITLE: TICKET & GATE AGENT

SALARY RANGE: \$11-15.00 PER HOUR

NON-EXEMPT

REPORTS TO: AIRPORT OPERATIONS MANAGER OR OFFICE MANAGER

GENERAL DESCRIPTION: Responsible for ticketing and re-booking passengers, boarding flights, assisting passengers with special needs, resolving customer concerns and other duties as assigned. Ticket and gate agents interact directly with customers, and should represent contracted airlines in a professional and positive manner at all times.

ESSENTIAL JOB FUNCTIONS:

- Greet and assist all customers in a prompt, friendly and courteous manner.
- Present a professional and positive image.
- Provide check-in assistance, ticketing changes, re-booking of itineraries and special service requests for passengers.
- Check and accept passenger baggage.
- Board/deplane flights and escort passengers to and from aircraft as needed, includes pushing wheelchairs and assisting other passengers with additional needs.
- Comply with all safety procedures and airline policies.
- Provide accurate gate, flight arrival and departure information, as well as answer general inquiries.
- Maintain thorough knowledge of policies and processes pertaining to unaccompanied minors, law enforcement officers, hazmat, airfreight acceptance and other regulatory requirements.
- Provide clear and accurate communication to passengers, agents, flight crews, vendors and staff.
- Assist with light cleaning of the Airline Terminal.

REQUIREMENTS:

- Be at least 18 years of age.
- Possess strong communication skills
- Possess a high school diploma or GED.
- Be a U.S. citizen or upon hire show proof of right to work in U.S.
- Able to type 30 words per minute.
- Able to proficiently use a computer.
- Possess a valid driver's license
- Able to lift 30-60 pounds routinely with or without reasonable accommodation.
- Able to fluently read, write, speak and understand English.
- Have a friendly, outgoing and enthusiastic personality.
- Able to work varying schedules.

- Employee must be able to operate in an airport environment subject to high levels of noise, aircraft engine blast, fumes and heat.
- **NOTICE** – Consideration for Employment and Continued Employment is contingent, as follows:
 - Maintenance of a satisfactory Background Investigation, including FBI Fingerprinting & Criminal Records Check, and:
 - Satisfactory Pre-Employment and Random Employment Drug Testing.

EQUIPMENT USED: Telephone, computer, mobile radio and other equipment necessary to perform duties of the position.

MARGAINAL/SECONDARY JOB FUNCTIONS:

Perform other reasonably related duties as assigned by immediate supervisor and other management personnel.

*Reasonable accommodations will be made for otherwise qualified individuals with a disability.

Employee's Signature

Date