

TASK LIST- AIRPORT GUIDE
(CLASS CODE 0845)

Interaction with Others

1. Directs and guides passengers to appropriate lines or locations, such as the visitor or citizen line in the Federal Inspection Services (FIS) area, terminal or shuttle stops, and the meet and greet locations, in order to assist customers in reaching their final destination.
2. Assists passengers in the completion of entry documents such as Customs Declaration forms in accordance with guidelines provided during employee training in order to ensure that they are processed in a timely manner.
3. Escorts or directs airport guests such as passengers, transportation providers, family and friends to the appropriate carousel in order to locate baggage and arriving passengers.
4. Provides certified translation for airport guests, LAWA employees, and partners, such as taxi drivers, Customs and Border Protection (CBP) officers, and Transportation Security Administration (TSA), sufficient to assist non-English speaking airport guests.
5. Provides airport guests an array of airport, airline, lodging, and ground transportation information on taxis, restrooms, ATMs, terminals, and parking by utilizing available technology such as computers, laptops, mobile devices, and flight information boards in order to provide a high level of customer service.
6. Completes all job tasks while adhering to the Department's guest experience standards, such as being informative, courteous, approachable, responsive, efficient and effective in order to meet the department's core value of providing exceptional customer service.
7. Conducts visitor tours and maintains order of tour groups by following LAWA protocol to ensure that visitors are safe, security is maintained, and airport regulations are followed.
8. Escorts and transports elected officials and other VIPs to various locations on airport properties, such as terminals, gates, administrative offices, and media events, to expeditiously deliver guests to their appropriate location.
9. Assists with special events, functions, and meetings by receiving guests, distributing information, giving directions, and helping with set up and tear down in order to provide support to the event planners and organizers.
10. Serves as museum docent by conducting tours, protecting museum property, providing information to visitors on museum exhibits, and planning museum events in order to provide support to museum personnel.

11. Serves the Los Angeles World Airports (LAWA) community on behalf of the airport at events such as parades, meetings, and health fairs by performing tasks such as distributing airport literature and promotional items and giving directions in order to provide a high-level of customer service.
12. Coordinates educational outreach events, programs, and activities for the museum by addressing questions from service groups, grade schools, and local colleges, preparing the museum for guests, setting up AV for videos and slides, preparing flight simulators, coordinating bus transportation for airfield tours, and speaking to visitors about the history of LAX, sufficient to improve the guest experience at the airport museum.
13. Greets and provides assistance to officials, community members, and the media visiting the airport for drills, emergencies, and inspections by giving directions, escorting them to their specific area of need, or identifying facilities amenities in order to support airport personnel.

Administrative

14. Plans, directs, and supervises the work of other Airport Guides by reviewing daily deployment and special assignments requests to ensure all essential posts and assignments are covered and prepares disciplinary-related documents, along with conducting employee evaluations, in order to promote a productive work environment.
15. Performs light clerical and administrative tasks, such as preparing emails, making copies, answering the phone, and completing timekeeping documents, in order to complete daily operations.
16. Learns or adapts to new technologies and procedures, such as facial recognition, electronic ticketing, virtual assistance, and automated security lanes, in order to perform traditional airport guide tasks more efficiently.

Safety

17. Assists responding agencies with customer care and comfort and with terminal re-population during airport emergencies such as distributing water, blankets, or other items as needed, directing passengers to safety areas, and organizing passengers once they are within the safety areas to ensure the safety and well-being of all customers.
18. Observes any safety or security hazards in facilities or terminals such as malfunctioning doors, elevators, spills, escalators, or unattended bags that may have an operational impact and reports it to the appropriate authority to ensure the safety of the public.