



## CLASS SPECIFICATION

10/24/2013

AIRPORT GUIDE, 0845

**Summary of Duties:** An Airport Guide directs passengers to appropriate lines or locations in and around airport facilities; provides a wide range of airport/airline information to passengers; assists passengers in the completion of necessary immigration paperwork; assists with foreign language translations; transports elected officials to various locations on airport property; conducts visitor tours; plans, organizes and hosts special events, functions, and meetings; serves as a museum docent; represents the Los Angeles World Airports (LAWA) at community events; answers questions from service groups, grade schools, local colleges, and coordinates educational outreach events, programs, and activities; assists professional staff at press conferences and other media-related activities; assists with crowd control during airport emergencies; performs light clerical and administrative tasks; may plan and supervise the work of other Airport Guides; and does related work.

**Class Characteristics:**

An Airport Guide provides airport information to the public at a LAWA facility.

An Airport Guide may supervise and may be assigned rotating shifts, weekends and holidays. The Airport Guide may report to various classes assigned to LAWA. Assignments may be received orally or in the form of written directives and procedures.

**Examples of Duties:**

- Assists passengers in the completion of necessary paperwork;
- Assists with foreign language translations;
- Provides a wide range of airport/airline information to passengers;
- Transports elected officials to various locations on airport property;
- Conducts visitor tours;
- Organizes and hosts special events;
- Serves as museum docent;
- Assists with customer care and/or terminal re-population during airport emergencies;
- Observes and reports any facility/terminal discrepancies that may have an operational impact to the public;
- May plan and supervise the work of other Airport Guides; and
- May occasionally be assigned to other duties for training purposes or to meet technological changes or emergencies.

**Qualifications/Competencies:** Qualifications will vary based on the specific assignment, although the following knowledge and abilities are typical for this classification:

**Knowledge of:**

- Terminology used to discuss airport operations;
- English usage and grammar;
- Airport ground transportation procedures;
- Customer service;
- Laws and regulations governing equal employment opportunity; and
- Immigration and transportation security.

**Ability to:**

- Read and comprehend complex documents;
- Use good judgment;
- Deal tactfully and effectively with management, employees, tenants, governmental agencies and the public; and
- Supervise subordinate personnel.

**Requirement:**

At least 1,040 hours of paid or volunteered time providing public information or assistance at a large or medium size commercial airport.

**License:** Some positions may require a valid California driver's license.

**Foreign Language:** Some positions may require the ability to speak and/or write a foreign language.

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in part, on the specific requirements for the job, the limitations related to the disability, and the ability of the hiring department to reasonably accommodate the limitations.

**As provided in Civil Service Commission Rule 2.5 and Section 4.55 of the Administrative Code, this specification is descriptive, explanatory and not restrictive. It is not intended to declare what the duties and responsibilities of any position shall be.**