



## Airline Operations Agent & Airport Security Officer

### Job Description

The Airline Operations Agent & Airport Security Office performs a variety of Customer Service and Airport Security duties at the North Central West Virginia Airport. Work performed includes but is not limited to, Airport Security and Airline Operations (Customer Service). The airport operates 365 days a year, therefore weekend and holiday work is required.

The principal function of an employee in this class is to perform verbal communication and semi-manual work associated with assisting airline passengers during check-in and aircraft boarding. In addition to security monitoring of the airport's grounds, terminal building, Aircraft Operations Area, and Secure Identification Display Area. The principal duties of this class are performed in an indoor environment, however, duties may be required in an outdoor environment, which may involve adverse weather conditions and related hazards. The Airline Operations Agent & Security Officer reports to the Airline Operations Supervisor and the Security Supervisor, who assigns work tasks. Applicants chosen for the position(s) will be offered a starting wage of \$11.35 an hour, with a potential of up to 32 hours per week. Retirement with the State of West Virginia will also be offered to accepted candidates.

#### MUST HAVE ABILITY TO:

- Maintain Professional Appearance
- Demonstrate Excellent Customer Service
- Resolve Customer Questions or Complaints
- Check-In Airline Passengers
- Book Passenger Reservations
- Perform Airline Gate Operations
- Perform Jet Bridge Operations
- Perform Aircraft Cleaning
- Load/Unload Aircraft
- Marshal Aircraft

#### IN ADDITION TO:

- Monitor security cameras, and security software systems
- Communicate real time situational awareness information to stakeholders
- Allocate and mobilize maintenance and other airport resources to incidents, alarms, and other issues
- Answer general telephone inquiries from the public and direct calls to necessary personnel
- Generate reports as required and/or at the direction of the Manager.
- Performs other such tasks as directed

Benedum Airport Authority (BAA) provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, BAA complies with applicable state and local laws governing nondiscrimination in employment. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.