



CLASS SPECIFICATION

09/12/2024

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 and appointed 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 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 and conducts authorized visitors at a LAWA facility.

An Airport Guide may supervise, report to various job classifications assigned to LAWA, and may be required to wear a department-issued uniform. An employee in this class will be required to stand and/or walk for the majority of their shift. Assignments may be received orally or in the form of written directives and procedures.

An Airport Guide may be assigned part-time or full-time schedules, rotating shifts, weekends and holidays. An employee in this class will be required to submit bids bi-annually for their work schedule including their days off.

Examples of Duties:

- Conducts authorized visitors through the Los Angeles International Airport and/or Van Nuys Airport;
- Informs and explains the airport's various operations and its facilities to visitors and passengers;
- Provides information related to the various airport operations and its facilities to visitors and passengers;
- Direct and provide directions to passengers in all terminal locations within the airport;
- May be assigned to work in a Federal Inspection Security (FIS) area or at a public information counter directing arriving international passengers through the FIS process and ensures required entry documents are properly completed;
- 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 and appointed officials to various locations on airport property;

- Conducts and keeps records of visitor tours;
- Organizes and hosts special events;
- Serves as museum docent;
- Assists with customer care and comfort and/or terminal re-population during airport emergencies;
- Observes and reports any facility/terminal discrepancies that may have an operational impact to the public;
- Assists with the planning and execution of community events;
- Performs clerical work related to community outreach;
- May plan and supervise the work of other Airport Guides;
- May provide training, coaching, and mentoring;
- May perform disciplinary functions;
- May conduct annual employee performance evaluations;
- May assist with preparing, organizing and staffing press conferences, media/community events and additional programming;
- May assist with writing briefings and speeches and developing digital presentations in line with department format;
- May assist with gathering and creating social media content for all LAX and VNY social media channels, including taking photographs and videos;
- May assist with general office tasks such as answering phones and emails to the general email inbox;
- May assist with compiling daily newspaper clips for distribution; and
- May occasionally be assigned to other duties for training purposes or to meet technological changes or emergencies.

Requirement:

Legally authorized to work in the United States under federal law.

Some positions may require Customs and Border Protection (CBP) clearance.

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

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

Physical Requirements:

- Strength to perform average lifting up to five pounds and occasionally over fifteen pounds;
- Ability to stand and/or walk for majority of their shift;
- Good speaking and hearing ability; and
- Good eyesight.

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Such accommodation will be evaluated on a case-by-case 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 all of the duties and responsibilities of any position shall be.