

THE CITY OF LOS ANGELES



CIVIL SERVICE COMMISSION

**CLASS SPECIFICATION**

8/1/86

**AIRPORT INFORMATION AIDE, 3201**

**Summary of Duties:** Answers inquiries from the public to provide information about Airports facilities and services and related matters; and does related work.

**Distinguishing Features:** An Airport Information Aide works in a central information center and answers telephone and in person inquiries from public users of Airport facilities. The Los Angeles International Airport information center is a part of the Operations Bureau and is available 7 days a week, 16 hours a day, and an Airport Information Aide may be assigned to different shifts or weekend work. This class is distinguished from other public information classes by the required detailed knowledge of Airport facilities and services. In addition, the Airport Information Aide is required to be familiar with and input, as needed, data into a computerized flight information display system.

**Example of Duties:**

- Answers the telephone in a centralized information center at Los Angeles International Airport;
- Provides information to the traveling public regarding, Airport facilities and services, available ground transportation, hotels, parking, and points of interest in the Southern California area;
- Answers questions from the public or refers callers to the appropriate source of information;
- Refers questions regarding airlines and their operations to the airline involved;
- May do some light clerical work such as photocopying, collating, escorting guests and taking messages;
- May occasionally be assigned to other duties for training purposes or to meet technological changes or emergencies.

**Qualifications****Knowledge of:****A good knowledge of:**

- Proper use of telephone equipment;
- Techniques for meeting and dealing with the public;

**A working knowledge of:**

- Points of public interest in Southern California;

- Organization and operations of the City of Los Angeles Department of Airports.

Ability to:

- Speak clearly and communicate effectively over the telephone;
- Meet and deal with the public providing information and answering questions;
- Read and interpret data;
- Familiarity with a computer data terminal is desirable.

**Requirements:** One year of experience at the level of Clerk in providing information either in person or by telephone to patrons of a commercial airport or air carrier is required.

**License:** A valid California driver's license may be required for some positions in this class.

**Physical Requirements:** Strength to perform average lifting of less than 5 pounds and occasionally over 15 pounds; 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. 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 all of the duties, responsibilities, and required qualifications of any position shall be.**