

**AIRPORT INFORMATION SPECIALIST (1783)
TASK LIST - 2024**

1. Plans, organizes and supervises Airport Guides, information personnel, translating services, and special events in order to promote a productive work environment.
2. Trains, schedules, assigns and evaluates the work of Airport Guides engaged in explaining and answering questions regarding the history, use and function of the Airports in order to provide a high level of customer service.
3. Supervises, plans and coordinates the work of Airport Guides engaged in providing person-to-person information services and/or conducting visitors through Airport facilities in order to maintain an effective work group.
4. Interprets and enforces policies pertaining to the conduct of visitors and the application of safety rules and regulations to ensure the safety and well-being of the public.
5. Arranges and coordinates specialized tours to meet individual group interests, including orientation tours for Airport concessionaires and Department personnel and special tours for distinguished persons visiting the Airport facilities to provide specialized information for stakeholders and interested parties.
6. Participates and assists in the planning for special events to be held at the Airport, including arranging services and facilities for major events such as conventions, dedications and ground breakings, and developing agendas and programs for these special events in order to promote the Airport and facilitate community involvement.
7. Serves as the departmental representative to the public and service organizations at community events in order to promote the Airport and facilitate community involvement.
8. Coordinates information for activities with airlines, federal agencies and the community such as new security measures, gate and flight information, and safety regulations to maintain operations and communicate and record data.
9. Keeps records and prepares reports and recommendations such as employee evaluations, memos, passenger comment cards, translation requests, information requests, Customs and Border data, flight and passenger statistics in order to complete daily operations.