



Code: 7042

Family: Construction, Maintenance, and Skilled Labor
Service: Operation and Construction
Group: River, Harbor and Transportation
Series: Airport Operation

CLASS TITLE: AIRPORT INFORMATION AMBASSADOR

CHARACTERISTICS OF THE CLASS

Under general supervision, provides direct customer service to airport passengers and visitors at Chicago's Airports, and performs related duties as required

ESSENTIAL DUTIES

- Staffs information booths located in airport terminals welcoming and providing excellent customer service to airport passengers and visitors
- Responds to inquiries providing information to English and non-English speaking passengers and visitors providing accurate and timely information requiring conversational bi-lingual skills
- Provides various information (e.g., location of airport facilities, basic airport navigation directions, available ground transportation services, airport amenities, and hotel accommodations in the area)
- Assists travelers in obtaining information on arrival and departure times of scheduled domestic and international flights
- Promotes and distributes brochures and other informational materials regarding City events, programs, landmarks and attractions
- Utilizes a mobile device to access tourism and airport information and relays information to passengers and visitors
- Responds to inquiries through on online messaging application providing information on airport services
- Escorts dignitaries, foreign consulates, and performers throughout the airport
- Keeps current on events and activities ongoing throughout the airport
- Maintains supplies, brochures, and pamphlets stocked at information booths
- Assists passengers and visitors during times of emergency or irregular airport operations, as required

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- One year of customer service work experience

Licensure, Certification, or Other Qualifications

- Conversational skills in three or more languages is required, English proficiency is required as one of the three languages
- Preferred languages include: Spanish, Chinese, Polish, Hindi, Arabic, French, German, Japanese, Korean, and American Sign Language

WORKING CONDITIONS

- Airport environment

- Fast-paced customer service environment
- Department operates twenty-four (24) hours a day, every day of the year, including weekends and recognized holidays.

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer/tablet)
- Two-way radio
- Language translation devices

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**Knowledge**

Some knowledge of:

- *customer service methods, practices, and procedures
- airport facilities and the location of airlines, concessions, and other airport tenants
- airport ground transportation service
- City programs and tourist attractions
- airport emergency protocols
- applicable computer software packages and applications

Knowledge of applicable City and department policies, procedures, rules, and regulations

Skills

- *ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- *ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- COORDINATION WITH OTHERS - Adjust actions in relation to others' actions

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense

CLASS TITLE: AIRPORT INFORMATION AMBASSADOR

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
May, 2023