



Airline and Security Operations Agent

Job Description

The Airline and Security Operations Agent performs a variety of Customer Service and/or Ramp Service, and Airport Security duties at the North Central West Virginia Airport. Duties performed includes but is not limited to, providing customer and/or ramp service for our airline partners and performing functions related to maintaining a secure environment for the airport. The airport operates 365 days a year, therefore weekend and holiday work may be required.

The principal function of an employee in this cross-utilized position, is to perform verbal communication and manual work associated with assisting airline passengers during check-in and aircraft boarding, baggage loading/unloading, and aircraft ground handling. The employee would also be cross-trained to monitor security cameras and conduct security checks in accordance with the Airport Security Program. The principal duties of this position 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 and Security Operations Agent reports to the Airline and Security Operations Manager, who assigns work tasks.

Job Responsibilities and Duties:

- Maintain professional appearance
- Demonstrate excellent customer service
- Resolve customer questions or complaints
- Check-in airline passengers
- Book passenger reservations
- Perform Airline Gate Operations
- Perform aircraft cleaning
- Operate ground support equipment
- Load/unload baggage
- Perform aircraft ground handling
- Monitor and maintain the security of the airport
- Observe and report suspicious behavior
- Travel for training as required

Skills and Qualifications:

- Have proficient computer skills
- Strong oral and written skills
- The ability to work well with others
- Demonstrate a strong initiative and be a self-starter
- Perform additional tasks as directed