

## JOB DESCRIPTION

**Job Title:** Terminal Supervisor

**Date:** 10/30/2023

**Reports to:** Operations Manager

**FLSA:** Exempt

**Department:** Administration

**Union:** Non-Union

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### Job Summary

Provides skilled support of moderate difficulty to Directors and Managers. This position maintains relationships with airport tenants, ensures cleanliness and proper working condition of the terminal and all terminal amenities. This position includes management of the Airport Ambassador volunteer program. The incumbent will perform responsibilities for a variety of administrative, customer service, and special project activities with minimal supervision.

### Essential Functions

- Acts as airport information representative, helps passengers in the terminal with airport related matters
- Manages and records customer issues and concerns; recommend solutions to reduce customer issues
- Serves as a liaison between the Airport and terminal business partners and tenants
- Facilitates tenant meetings to ensure adequate communication and coordination among all airport tenants
- Maintains employee parking program for terminal tenants
- Monitors customer parking program ensuring customers' satisfaction and ease of use
- Supervises and trains airport volunteers; promotes program to increase participation
- Conducts and summarizes consumer surveys; suggests and implements improvements received through surveys and comments
- Works closely with staff and vendors to maintain a clean, safe and hazard free environment
- Conducts routine inspections of facilities, furniture, and fixtures
- Establishes and maintains cooperative relationships with representatives from the community, consumers, employees and vendors
- Demonstrates continuous effort to improve terminal operations, streamline work processes, and work cooperatively and jointly to provide quality customer service
- Assists and coordinates airport special events and tours with all appropriate resources
- Reviews incoming correspondence, drafting responses on matters for which authority has been delegated
- Keeps supervisors informed of necessary information

- Flexible working hours at the discretion of the Authority including nights, weekends and holidays
- Other duties as assigned

**Required Knowledge, Skills and Abilities:**

Good Knowledge of:

- Formatting and organization of correspondence, reports and written directives.
- Modern office practices, procedures and equipment
- Structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar

Considerable Skill in:

- Microsoft Office programs including Word, Excel, PowerPoint and Outlook
- Airport related technology (CUTE, FIDS, etc.)
- Social media, websites, and other current communication technology

Ability to:

- Work cooperatively with other Authority employees and public
- Communicate orally with employees and public in face-to-face and one-on-one settings, in group settings or using the telephone or email
- Act independently and logically to implement policies of supervisor
- Interpret and make decisions in accordance with laws, statutes, regulations and established policies
- Comprehend and make inferences from written material
- Learn job-related material primarily through oral instruction and observation
- Produce written documents with clearly organized thought using proper sentence construction, punctuation, and grammar
- Work various assigned hours as needed including nights, weekends and holidays

**Acceptable Experience and Training**

Five years of progressively responsible administrative and customer service experience and associates degree in related field or equivalent. Aviation experience is preferred. Other combinations of experience and education that meet the minimum requirements may be substituted. Must possess and maintain a valid Illinois driver's license.

Updated: 10/30/2023