



Example of Airport Representative Job Description

Powered by www.VelvetJobs.com

Our company is growing rapidly and is searching for experienced candidates for the position of airport representative. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for airport representative

- Prepare payroll for hourly employees including entering data into on-line time entry system and preparation of employee control documents
- Responsible for conducting on-site audits of co-worker and vendor performance to ensure quality operations, regulatory compliance, and adherence to Service Level Agreements
- Responsible for completing line of service audits goals for assigned Hub and line stations (10 – 20), to ensure quality control in the delivery of services
- Responsible for producing quality audit summaries following completion of audits
- Collaborates with the Vendor Planning team, AO Planning Groups, Quality Assurance, Station Leadership and Supplier Leadership to analyze audit and performance data and collaborate on appropriate implementation actions
- Provides consultative services to station leadership in the execution of vendor management protocols and line or service processes and procedures
- Supports station leadership in the development of performance correction plans and definition of data required for performance escalation
- Attends individual training events designed to maintain and improve subject matter expertise
- Participates in the refinement of audit programs for all airport lines of service including Cabin Appearance, Fueling, Customer Service, Lobby D, Ramp, Unaccompanied Minor, Wheelchair, Security and Skycap
- Identifies systemic issues and makes recommendations for process changes and improvements

-
- Must be willing to accept \$10.20/hour as rate of pay
 - This is a seasonal position running from May 15, 2017 until October 15, 2017
 - Collaborates on the development of the service provider governance and implementation of the protocols defined in the Service Provider Governance Manual to deliver consistency and compliance with airline and regulatory requirements
 - May be asked to lead and direct a team of stakeholders in the planning and execution of line of service transitions
 - Minimum two years' experience in Airport Operations or related background preferred
 - Multi-disciplined field experience preferred