

## **CUSTOMER SERVICE AGENT**

**Location: Wilmington-New Castle Airport, New Castle,  
DE**

**\$45,900 to \$54,000 annualized (Grade M)  
(Salary commensurate with experience and skills)**

**Opening Date: May 12, 2023**

**Closing Date: June 12, 2023**

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### **I. POSITION SUMMARY**

This is an essential customer service position for the Authority's Airport Operations department. Provides courteous, professional, and timely service to customers of the Wilmington - New Castle Airport. Customers include internal and external airport stakeholders, tenants, and the general public including airline passengers. In addition, this position supports Airport Operations Coordinators with the airport security credentialing and badging process and is responsible for processing and reconciling customer financial transactions, including parking pay systems. Work is performed under limited supervision. The incumbent in this position may be required to work weekend and night shifts and work additional hours to support airport operational needs.

### **II. ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Interacts with the public and airport stakeholders in a professional and courteous manner to improve the airport's customer service experience
- Provides excellent customer service that includes the timely handling and resolution of customer complaints or inquiries by utilizing appropriate resources
- Processes customer information and transactions using computer applications including Lenel badging system, Microsoft Office as well as other web-based applications
- Processes airport door access requests, and maintains a security access database using the Lenel badging system
- Responsible for issuing, tracking and auditing of airport identification badges per Transportation Security Administration (TSA) 1542 requirements under the Airport Security Coordinator. Submits badging credentials to the TSA clearing house.
- Accurately processes financial transactions that includes credit/debit card customer transactions in accordance with the airport's Schedule of Fees and Charges
- Follows Authority policies and procedures
- Assists airport management staff in training Airport Operations team members on department policies, processes and computerized systems, etc.
- Performs additional airport administrative duties as assigned

### **III. REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

- Demonstrated effective problem-solving and decision-making skills when working with airport customers
- Knowledge of airline passenger processing procedures and services
- Understanding of TSA Part 1542 and FAA Part 139

- Familiarity with the Wilmington-New Castle Airport Schedule of Fees and Charges, Rules and Regulations, and airport service providers
- Ability to process credit/debit card financial transactions Ability to operate a personal computer utilizing Microsoft Office products, Lenel badging system, and other web-based applications
- Effective listening skills and attention to details
- Effective oral and written communication skills
- Ensure the accuracy of information through various means of communication (radio, telephone, electronic, etc.)
- Ability to perform duties indoors and outdoors as needed in all seasons
- Ability to provide a high level of customer service by responding in a courteous and efficient manner

#### **IV. REQUIRED EDUCATION AND EXPERIENCE**

- High School Diploma with two (2) years of college-level courses in aviation or business related material
- Valid Driver's License
- One (1) year of experience in a customer service-related field
- Airport customer service and security badging experience preferred
- Must be able to obtain airfield driving privileges and pass FAA FAR Part 139 certification training within 30 days of hire

#### **V. SPECIAL REQUIREMENTS**

- Delaware River and Bay Authority requires all employees to have direct deposit with a financial institution or enroll in the payroll card program to receive their bi-weekly pay
- May be required to work rotating shifts and evenings as operational needs require
- Subject to drug test, background investigation, and pre-employment physical
- Must be able to pass a 10-year Criminal History Records Check (CHRC) and TSA Security Threat Assessment (STA) to obtain airport SIDA privileges
- Ability to occasionally lift, push or pull up to 50 pounds and sit, stand, walk, stoop and kneel for extended periods of time

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**If you are interested in applying for this position please complete the on-line application at [www.drba.net](http://www.drba.net). In addition to the online application, please attach a current resume.**

**The Delaware River and Bay Authority is an Equal Opportunity Employer**