



**Job Title:** Traffic Customer Service Specialist (Nonexempt)  
**Department:** Public Safety  
**Deadline to Apply:** Wednesday, March 20, 2019  
**Salary:** \$35,873 - \$42,203  
**Job Number:** 0319-PSTCSS-10

### **About the Job**

Serves as a uniformed traffic customer service specialist responsible for customer service and traffic control on the upper and lower drives. The performance of all necessary customer service, safety, security, and related duties, inherent in the protection of Memphis-Shelby County Airport Authority property, facilities, personnel, and the general public. Assist pedestrian movement within the curbside vehicle traffic areas, as well as, the monitoring of established safety and security practices, policies and procedures, to include applicable Federal and Tennessee Statutes and Regulations, City Ordinances, and Airport Rules and Regulations.

### **Responsibilities**

Functions as a Customer Service Representative of the Memphis-Shelby County Airport Authority.

Assists the public by verbally providing information and directions to requested locations and information involving lost and found property.

Assists vehicular and pedestrian traffic flow from a safety perspective and aids in decreasing congestion in the area of the terminal Upper and Lower Drives. This may require assisting injured individuals until arrival of first responder medical care professionals.

Enforces Federal/State Laws, City Ordinances and Airport Rules and Regulations dealing with the physical security of all Memphis-Shelby County Airport Authority Properties by utilizing established methodologies and techniques in traffic control. Uses a radio to communicate with the Communications Center and other Public Safety personnel.

Monitors security requirements as set by the Transportation Security Administration and enforces parking violations, which includes issuing courtesy citations and parking tickets, if necessary.

Communicates with tenants, the public, and other persons through friendly verbal or written methods and prepares both written and computerized reports.

Submits verbal, written, and computerized police department reports indicating specific areas where increases in security and safety are needed to prevent criminal activity.

Assess situations and apparent facts before taking action. Maintains self-composure and acts with a high degree of tact and diplomacy independently while performing assigned duties.

Operate assigned traffic carts, vehicles, or other equipment as needed.

### **Requirements**

KNOWLEDGE – High School Diploma / GED.

Two (2) years customer service experience with face to face interface with customers. Must have skill in exercising tact and diplomacy. Must have ability to objectively use good customer service skills during stressful situations. Must have a valid driver license.

### **How to Apply**

For more information on Memphis International Airport please visit our website at [www.flymemphis.com](http://www.flymemphis.com) and let your career take off. Send application, resume and cover letter to [Apply@flymemphis.com](mailto:Apply@flymemphis.com). Applications may also be faxed to 901-344-2487 or can be dropped off in person Monday thru Thursday from 8:00AM – 3:00PM at the following address:

***Human Resources  
Memphis-Shelby County Airport Authority  
2491 Winchester Road, Terminal – A  
Memphis, TN 38116***

**We are committed to a Drug Free Workplace. All job applicants and employees are subject to drug testing and fingerprint-based criminal history checks.**

**The Memphis-Shelby County Airport Authority is an  
Equal Opportunity Employer  
EOE, M/F, D/V**

