

**PANAMA CITY-BAY COUNTY AIRPORT AND INDUSTRIAL DISTRICT  
NORTHWEST FLORIDA BEACHES INTERNATIONAL AIRPORT**

**JOB DESCRIPTION**

**CLASSIFICATION:** Passenger Information Specialist

**DEPARTMENT:** Operations

**SUPERVISOR:** Airport Operations Supervisor

**EFFECTIVE DATE:** October 1, 2023

**PAY LEVEL:** 100 (\$31,200.00 to \$51,402.00)

**PAY CLASSIFICATION:** Non-exempt

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**DEFINITION:** This position provides passenger and public support located at the Information Desk in the Airport Terminal to primarily include customer service, provide directions to passengers and the general public, and assist with general information.

**EXAMPLES OF DUTIES:** Performs customer service activities at the Airport. Answering telephones and answering general airport information. Performs other duties as assigned.

**QUALIFICATIONS:** No prior experience required. On-the-Job training will be provided. Must be able to communicate effectively in both oral and written form. High School Diploma or equivalent required. Must possess a valid Florida driver's license.

**WORKING ENVIRONMENT:** Mainly indoor working environment, sitting and standing, with exposure to dust and pollen; subject to a variety of extreme weather conditions; exposure to constant noise as well as fumes and odors.

**MISCELLANEOUS REQUIREMENTS:** Must pass pre-employment drug testing as well as periodic testing in accordance with airport policy; must pass a 10-year, fingerprint-based, criminal history records check as required by the Transportation Security Administration. Schedule will require shift-work to include daytime, evenings, weekends, and holidays to meet the needs of the airport. Schedule can be flexible.