

**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, 2025

PAY LEVEL: 101 (\$35,349.60 to \$63,629.28)

PAY CLASSIFICATION: Non-exempt

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.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

SUMMARY:

Occasionally - Lift/Carry: 20-35 - lbs., Push/Pull: 20-35- lbs., Kneel, Climb, Crawl, Reach above Shoulder and Reach Outward, Drive

Frequently - Lift/Carry: 20 lbs or less., Push/Pull: 20 lbs or less., Bend, Twist/Turn, Stand

Constantly - Hand/Fine Motor Skills, Walk, Sit, Type/Keyboard

DISCLAIMER:

The examples above are illustrative and not intended to describe every function which may be performed by this job class. The omission of specific duties does not preclude management from assigning specific duties not listed, if such duties are a logical assignment to the position.