



WHEELCHAIR AGENT – PASSENGER SERVICE ATTENDANT

SUMMARY

To fulfill the passenger services obligation for airline passengers who require a wheelchair either by necessity or for comfort.

PRIMARY DUTIES AND RESPONSIBILITIES:

- Transport passengers safely to and from required locations remaining alert to potential hazards which may cause an accident.
- Provide special assistance, general information, and directions to passengers as necessary in order to provide positive passenger relations.
- Project a positive and friendly image when interacting with passengers, responding to inquiries from airlines, staff, and the general public.
- Coordinate with dispatcher for assignments and gate agents regarding wheelchair assisted passengers.
- Comply with all Transportation Security Administration (TSA) checkpoint screening requirements and processes.
- Complete incident reports for accidents and out of the ordinary events while transporting passengers.
- Complete wheelchair logs to document “pushes.”
- Must be able to lift, squat, stoop, push, stand, and bend throughout the course of a shift.
- Must be able to stand and walk throughout the course of a shift.
- Must be able to lift, carry, and/or hold 75 pounds or more.

QUALIFICATIONS

- High School Diploma or equivalent may be required in some locations.
- Must have reliable transportation
- Ability to read, writes, speak, and follow verbal and written instructions in English.
- Must be able to pass a drug and alcohol test as required (DOT or Non DOT) and submit to random testing requirements.

ABOUT HUNTLEIGH USA CORPORATION

Established in 1992 provides general and aviation security solutions and services to commercial and private companies. The company offers general security services, such as background checks, event security planning, retail loss prevention, risk analyses, security concept development, security guards/officer services, security surveys and audits, and security system design. It also provides security consultant services; and aviation and other related services, such as access control, aircraft guarding and cleaning, aircraft search, airline crew transportation, baggage security, charter flight screening, janitorial services, passenger screening, pre-board screening, skycap, and wheelchair services.