

# Job Description: Check-In

**Based on day of operation requirements, agents may be assigned during their shift, to work ANY area their qualifications support.**

Check-in agents will perform the following tasks, duties and responsibilities:

- All check-in agents must attend a briefing at the beginning of every shift.
- Agents working in the Lobby, Kiosk Area or Spat Check-in counter will obtain a radio at the beginning of their shift.
- Agents will be familiar with, and refer to, ACpedia, local bulletins and briefings when handling customers and tasks. Agents must follow all Standard Operating Procedures.
- Agents working in the Lobby, Self-Tagging Kiosk Area or Baggage Drop areas may be required to obtain and utilize a Smart Drop handheld unit.
- Agents may be assigned to work at any function within the check-in compliment : Lobby, Baggage Drop Off, Check-in Assistance, Super Elite & J class check-in, Rapid-air Check-in, Spat Check-in, Self Tagging.

## **Lobby**

- Agents are required to be visible and available to customers in the Lobby area
- Agents must actively greet all customers and direct them to the self-service kiosks.
- Lobby agents must be friendly and welcoming to all customers
- Lobby agents must communicate with their lobby agent colleagues to ensure the most efficient method of processing customers in line.
- Lobby agents must correctly guide customers into the appropriate lines.
- Where applicable, they must promote the use of the self tagging kiosks.
- They must direct customers who have checked in already to a self tagging Kiosk (to obtain baggage tags) or to the Baggage Drop Off positions.
- They must direct customers who need further assistance to the Check-in Assistance positions.
- Identify Overweight/Oversize/Excess baggage of customers entering the lines, and direct these customers to the appropriate Odd Size/Cashier/Ticketing/Check-in Assistance positions.
- Prioritize customers in line, when required.
- Pre-screen the number of carry-on pieces and direct customers to the sizing device and mobile scales for verification of size and weight. If limits are exceeded, check-in the bag and charge applicable fees.
- May be required to monitor hand baggage at the security wall for operational reasons
- May be required to assist management in metering customers into the US Customs Hall
- Report any irregularities immediately to the Lead or CSM.
- The lobby agent should be utilized to assist in communication between management or other departments and those agents who do not have radio access
- The lobby agent should be able to start up the check-in belt (using their valid RAIC pass) if required.
- Kiosk issues and service requests must be reported immediately.
- On oversold flights, hand out ACF 520-4 "We'll Pay You to Fly Later" form and actively solicit volunteers to give up their seats at check-in. Direct these customers to Check-in Assistance for overlay processing.

## **Check-In**

- **May be assigned to International, Transborder or Domestic Check-in.**
- **Functions include Lobby, Rapidair, Baggage Drop Off, Self Tagging, Mobile Self Tagging, Super Elite and Executive, SPAT check-in and additional check-in functions based on daily requirements.**
- Check-in Agents must be friendly and welcoming to all customers
- Agents may be assigned to utilize QikChek, Smartdrop or Smartdrop Handheld
- Agents may be assigned to assist customers at the kiosk, or to greet and guide them as they arrive into the terminal.
- Agents are responsible for validating that the travel document presented by the passenger at the airport matches the API data (Advance Passenger Information) in the DCS record.
- Responsible to use scanners for processing all customers with boarding passes.
- Agents must ensure ticket is valid for travel. Responsible to ensure all E-tickets are associated.
- Collect all fees as applicable.
- Check documents for onward connections, and remove DOC, DHP alert (s), according to standard operating procedures
- Ensure customer is in possession of all necessary documents for travel.
- Enter APIS information as required.
- Required to Consult Timatic. Contact a Timatic Coach, Lead or CSM when in doubt.
- Ensure bag tags are printed for the correct destination, name tags and other overlays, e.g. (heavy, standby, connection, stroller, wheelchair) are completed and attached as required. No pooling of baggage is permitted.
- Ensure customer is informed of security regulations concerning liquids, gels.
- Highlight or circle the departure gate number and boarding time on each boarding card for every customer.
- Check passenger carry on baggage to ensure compliance
- May be assigned to pick up a cash float and support 'Cash' check-in based on operational requirements.
- Verbally inform the customer of their gate number and boarding time, and advise customers to proceed immediately through security.
- May be required to assist customers with the Kiosks.
- May be required to monitor hand baggage at the security wall for operational reasons
- May be required to assist management in metering customers into the US Customs Hall
- Verify all baggage belt systems are closed and secured before leaving the area.
- May be re-assigned to any check-in area including other areas based on daily operational requirements.

## **SPAT Check-in**

- Check-in customers requiring special assistance, and remark the DCS to ensure proper communication to appropriate parties
- Comment the DCS record of the customers travelling with their own mobility device. Ensure that the customer's DCS record correctly identifies the powered mobility device, including specification of wet or dry cell battery.
- Check-in agent is responsible for the removal and packaging of batteries and powered mobility devices at SPAT desk-in or rechecks areas when required.
- Must contact STOC and Load to advise flight number/name of customer and type of mobility device. Comment the DCS record.
- Ensure all forms are completed and signed for Unaccompanied Minor (UM) customers and applicable fees have been collected.
- Liaise with STOC, Load, Customer Care Agents, ITT, ITPC and Domestic/ USA/INTL connections as required.

