

Chicago Rockford International Airport (RFD) Volunteer Program

Curbside Assistants

Position Summary

Provide customer assistance at the curbside assisting passengers in moving baggage into the terminal using carts with direction to the appropriate airline.

Job Duties:

- Checks in at Volunteer Services office to pick up cell phone to communicate with the Shuttle Bus Driver.
- Prepares to assist any and all curbside passengers whether from their personnel vehicle or with the offloading or on loading of the Shuttle Bus.
- Maintains luggage carts and their availability.
- Welcomes passengers and visitors in a very friendly, outgoing manner, using excellent customer service skills.
- Offer to locate all passengers and visitors to airline designated areas in the terminal.
- When shift is completed return cell phone to the Volunteer Services office and place on chargers.
- Stays aware of any curbside issues, and communicates them to the Volunteer Services Coordinator.
- Trains new Curbside Assistants as requested.

Job Specifications:

- Environmental/working conditions: Subject to all weather conditions, driving in rain, snow and ice. Subject to varying and unpredictable situations.
- Physical Demands: High amount of standing. Moderate to high amount of walking.
- The ability to lift 50 pounds plus when assisting customers with luggage on and off the shuttle.
- Required Qualifications: Valid Illinois driver's license and current insurance card on file in the Volunteer Services office.
- Excellent customer service and communication skills, flexibility/openness to change. Ability to relate well with individuals of various background and ages.
- Must be badged with an Airport Identification Badge. Each individual applying for any badge must be fingerprinted and background check must be made by the Great Rockford Airport Authority. The type of badge required for a volunteer will be determined by the Passenger Services Supervisor or other authorized Airport personnel. RFD requires the badge to be worn at all time.
- Understands and follows all TSA and FAA rules and regulations.

Job Relationships:

Reports to: Pam Guentert, Passenger Services Supervisor and other authorized Airport personnel

Manager: _____ Date: _____

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills require of personnel so classified.