



## Chicago Rockford International Airport (RFD) Volunteer Program

### Special Event Assistants

#### Position Summary

Help with way finding and providing information for groups and events hosted in the terminal. Available for escorts or other special projects as needed. This includes press conferences, school tours, and other community engagement opportunities.

#### Job Duties:

- Checks in at Volunteer Services office to pick up any assigned duties or responsibilities for the shift.
- Prepares to assist any and all passengers or visitors.
- Welcomes passengers and visitors in a very friendly, outgoing manner, using excellent customer service skills.
- Offers to all passengers and visitors any requested information.
- Stays aware of any terminal issues, and communicates them to the Volunteer Services Coordinator.
- Trains new Special Event 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 25 pounds plus.
- Excellent customer service skills, excellent communication skills, flexibility/openness to change. Ability to relate will to 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.