



## Chicago Rockford International Airport (RFD) Volunteer Program

### Terminal Services Assistants

#### Position Summary

Provide customer assistance inside the terminal, helping passengers with general way finding, assisting with wheelchairs, helping control flow at the security checkpoint and the ability to answer general customer questions about traveling/RFD.

#### Job Duties:

- Checks in at Volunteer Services office to pick up any assigned duties or responsibilities for the shift.
- Provides assistance for any and all passengers to include passengers traveling with or in the need of wheelchairs.
- 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 Passenger Services Supervisor.
- Trains new Terminal Services 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.
- Required Qualifications: Valid Illinois driver's license and current insurance card on file in the Airport Authority offices.
- 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.