Airport Volunteer Position Description

Seattle-Tacoma International Airport (SEA) is the travelling public's first and last impression of our region. At SEA, we promise to create, through a passionate service culture, an elevated travel experience that's inspired by the original nature of the Pacific Northwest. SEA volunteers are critical members of our customer service team and are invaluable ambassadors for both the airport and Puget Sound region.

Whether it is providing directions to a ride share, guiding towards a gate, making dining suggestions, or providing tourist recommendations – our volunteers provide valuable Airport customer service.

Reports to:
SEA Volunteer Program Staff

Schedule:
Openings 7-days a week from 7 am–10 am, 10 am–1 pm, 1 pm–4 pm, and 4 pm–7 pm

Training:
Volunteers complete an initial 6-weeks of volunteer training, which includes a mix of classroom learning, tours, and on-the-job shadowing. The training's first 3-weeks are offered on either Friday or Saturday mornings. The final 3-weeks are offered during the new volunteer's schedule. Ongoing training opportunities are offered to all volunteers after the initial training period.

Job Duties

- Answer traveler's questions, often around wayfinding and directions
- Offer assistance and information about services in the Airport terminal
- Provide tourism related answers to traveler's questions
- Assist with rule compliance when needed
- Report facility related outages and issues
- Assist with Airport special events and projects as needed
- Complete online post-shift survey providing customer feedback
- Other duties as assigned

Qualities Desired

- Friendly personality with customer service disposition
- Strong communication skills for welcoming travelers and effectively answering questions
- Flexible with assigned work areas and wiling to be a team player
- Must be able to adhere to Volunteer Program dress code
- Able to adhere to Program guidelines referenced in the Volunteer Handbook
- Multilingual background a plus

Position Requirements

- Able to generally commit one 3-hour shift every other week for a 6-months
- 18+ years old
- Volunteers must successfully complete the Credential Center airport badging process, which involves passing a background check in line with the Port of Seattle's employment policy
- In order to receive an airport badge, applicants must possess a Social Security Number

Apply at
www.portseattle.org/Volunteer
or scan the QR code

SEA Seattle-Tacoma International Airport