



Oakland International Airport Information Center Volunteer Position

As a Visitor Information Program volunteer you will be a part of a dynamic team responsible for meeting the needs of the Oakland International Airport customers. As an OAK volunteer you will serve as a front line customer service provider.

Answering customer inquiries makes up a large part of your role, keeping you in regular contact with customers either face to face, or over the phone. It will be your responsibility to keep up to date with all OAK services, facilities and procedures.

While staffing the Oakland Airport information centers your duties will consist of providing Passenger Assistance. This will involve greeting customers, providing directions and travel assistance, identifying local points of interest in the Bay Area, providing information on current events and maintaining the volunteer booth area to make sure it is presentable and materials are available for our visiting customers.

The minimum volunteer commitment is for one year with an agreement that you will complete two four hours shifts each month, attend a new volunteer orientation and complete the required background checks.

You must have the ability to attend quarterly volunteer staff meetings which are essential to your ability as a volunteer to keep up to date with current events.

You will also need to comfortable using computers to conduct online searches for customers, access your online services to keep update with current Airport events, and complete computer based testing to fulfill our airport badging requirements.



Oakland International Airport Customer Service Ambassador Volunteer Position

As a volunteer for the Oakland International Airport VIP Ambassador Program, you will have the opportunity to assist OAK customers post security and obtaining their feedback on our facilities. As a part of your duties you will administer a survey to OAK customers gathering opinions and creating awareness to help us measure and report customer satisfaction. A customized survey consisting of 10-17 basic customer satisfaction questions (depending on if all questions apply to the particular customer being surveyed) has been created, tested and implemented.

The survey is geared toward producing a representative sample of our customer base. It briefly covers everything relating to a customer's overall experience at the airport, including transportation, convenience, security experience, cleanliness, restaurants and retail services, and general customer service feedback.

Your role will be to remind customers that the airport values their opinions, and in turn make them feel at home.

This task will require a great deal of mobility for walking around the terminals, perseverance for approaching customers who could possibly turn you down, comfort with computers/iPads to administer the surveys, and comfort with direct customer contact. You will also need to obtain a badge, which requires photo IDs, fingerprinting, and a computer based test to fulfill all airport badging requirements.

You will be required to commit to **six months** of volunteering for you to be considered for this part of the program, that will include attending any trainings, orientations, and/or informational meetings deemed mandatory by the supervisor of the program.

It is imperative that you be punctual and reliable, maintain a professional attitude, be friendly, warm and courteous to all customers and put them at ease, project a positive image of Oakland International Airport, and dress appropriately.