



Oakland International Airport Information Center Volunteer Job Position

Overview:

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.

Responsibilities:

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.

Volunteer Guidelines, Duration of Assignments & Qualifications:

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; dress appropriately (uniforms are to be worn on duty); and actively participate in our ongoing volunteer training sessions.

The minimum volunteer commitment is for one year with an agreement that you will complete two four hours shifts a 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 be comfortable using computers to conduct online searches for customers, access our online services to keep update with current Airport events, and the complete computer based testing to fulfill our airport badging requirements.

Good luck and we look forward to welcoming you to our program!