

AIRPORT AMBASSADOR – VOLUNTEER PROGRAM

Work Term: on-going

Typical Duties:

The Saskatoon Airport Ambassador Program is a volunteer program, and in a city where volunteerism runs rampant, Skyxe's Airport Ambassadors are the best-of-the-best. Always armed with a friendly smile, as an ambassador you should be able to answer questions, help passengers navigate the airport, and offer assistance as required.

Saskatoon Airport Ambassadors formally report to the Ambassador Coordinator. The majority of the volunteer work will be performed indoors, and will require mild physical labour.

Hours of work vary with regular daily shifts including: 8:00am-12:00pm; 12:00pm-4:00pm; 4:00pm-8:00pm; and 8:00pm-11:00pm. There is also a spare program that requires a minimum of 3 monthly shifts of 4 hours per shift, with flexibility to accommodate to changing shifts that need to be covered.

Skills, Abilities & Qualifications:

Ideal candidates able to commit to shifts as required.

In addition, the following are the duties and minimum expectations for Saskatoon Airport Ambassadors:

- To develop a good image of the airport, the city and community;
- Proactively meet and greet passengers and visitors with a welcome and a smile;
- To assist passengers and visitors by directing them to the correct personnel, concourses, airlines and amenities;
- To be Airport Ambassadors by carrying out the goals and mission of the Saskatoon Airport Authority;
- To maintain a superior level of customer service;
- To answer questions and provide information about Saskatoon and area;
- To assist travellers with special needs;
- To advise airport management of problem areas (cleaning, malfunctioning doors, etc.);
- To build trusting relationships among the team and other Skyxe community partners;
- To assist with queuing lines to ensure smooth and orderly flow of passengers; and
- To assist the Airlines with boarding and deplaning passengers as required.

Condition of Volunteering:

Ambassadors must be able to obtain a Restricted Area Identification Card (RAIC) following a security clearance from Transport Canada. Skyxe will administer Ambassador volunteer RAIC applications through the Pass Office. One of the requirements to obtain this card is that you must be a Canadian Citizen or Permanent Resident.



Saskatoon Airport

Ambassador Application

Date: _____

Full Name: _____

Mailing Address: _____ Postal Code: _____

Email Address: _____ Phone: _____

The Skyxe Airport Ambassador Program relies on committed volunteers to ensure the integrity of our program. Please note that accepted applicants will be expected to meet specific time commitments.

Travel Background/Knowledge: _____

Work/Volunteer Experience _____

Are you proficient in speaking English? ____ French? ____ Other? _____

Why are you interested in becoming an Ambassador? What do you hope to gain from the program?

Please check the shift that you are interested in.

Regular Shift: 4 hours/week requirement

8:00am-12:00pm []

12:00pm-4:00pm []

4:00pm-8:00pm []

8:00pm-11:00pm []

Spare Shift: 4 hours, 3x per month minimum. Ability to be flexible and accommodating to changing shifts that need to be covered.

Referred by: _____

Reference/Phone Number: _____

(Please include one reference not a friend or family member)

Return Completed application to: gsuchar@gmail.com or 2625 Airport Drive, Saskatoon SK S7L 7L1