



**POSITION DESCRIPTION**

<b>POSITION TITLE:</b>	Airport Ambassador	<b>DIRECT REPORTS:</b>	None
<b>DEPARTMENT:</b>	Airport	<b>CLASSIFICATION:</b>	Non-Exempt
<b>LOCATION:</b>	Grand Rapids, MI	<b>APPROVED DATE:</b>	5/13/2024
<b>REPORTS TO:</b>	Guest Experience Manager	<b>REVISION DATE:</b>	5/13/2024

Experience Grand Rapids (EXGR) is the destination marketing organization for Kent County and Grand Rapids, Michigan. As such, the organization promotes the fun attributes that make Kent County an exciting place to visit like craft beverages, arts & culture, outdoor recreation, food and more. Since EXGR is a promoter of awesome things to do, the company culture is relaxed and friendly, while passionate and hard-working to reach the goal of filling the hotels and attractions with visitors and convention attendees.

**POSITION SUMMARY:**

The Airport Ambassador at the Gerald R. Ford International Airport (GFIA) is an extension of the services provided by Experience Grand Rapids. The Ambassador provides a positive first impression and excellent customer service to airport travelers and visitors.

The Airport Ambassador contributes to the mission of Experience Grand Rapids: **Creating an exceptional community by sharing Grand Rapids with the world.**

**JOB DUTIES AND RESPONSIBILITIES:**

1. Responsibilities include providing directions to gate locations, baggage claim, ticket counters, baggage carousels, ground transportation, and assisting with information about West Michigan attractions, restaurants, and hotels
2. Empathizes with and prioritizes customer needs and provide appropriate solutions.
3. Ensures the highest possible level of customer service when resolving problems that passengers are experiencing at either the GFIA Visitor Information Center or by roaming high visitor traffic areas throughout the airport
4. Answers all incoming GFIA Visitor Information Center phone calls.
5. Answers questions regarding both the GFIA and the Grand Rapids/Kent County area.
6. Interacts with passengers and visitors in a courteous and cheerful manner and take the initiative to assist visitors who look distressed or lost.
7. Maintains a well-informed working knowledge of the destination's airport, highways, transportation systems, public and private attractions and recreation areas, events, weather conditions and accommodations, acts as a liaison between these entities and the visitor.
8. Aids passengers and visitors with special language assistance, if able.
9. Reports safety concerns, broken or out-of-order equipment to GFIA facilities to ensure potential hazards are removed, repaired, or corrected.
10. Continually observes the actions and activities going on in the immediate area in order to report instances or unusual behavior or unsafe activity.

**NON-ESSENTIAL RESPONSIBILITIES:**

1. Other duties as assigned.

**EDUCATION & EXPERIENCE:**

1. High school diploma or GED equivalent.
2. One (1) to two (2) years of experience in customer service preferred.

**OTHER KNOWLEDGE, SKILLS & ABILITIES:**

1. Exceptional customer service skills.
2. Excellent communication skills.
3. Work successfully in a team environment as well as independently to solve customer issues.
4. Work effectively across a variety of communication channels: in-person, phone, email, live-chat, social media, etc.
5. Demonstrate interpersonal skills with a diverse customer base.
6. Effective analytical, decision making and problem-solving skills.
7. Possess knowledge of West Michigan tourism information.
8. Must be available to work shifts up to 8 hours, 7 days a week – including holidays for approximately 15+ hours per week. Work hours may be irregular and are required to be adapted to ensure proper shift coverage.

AVERAGE DAILY PHYSICAL REQUIREMENTS	NONE	LESS THAN 2 HOURS	2 TO 5 HOURS	MORE THAN 5 HOURS
Work in stationary position			X	
Move about work area			X	
Use hands/fingers to handle or feel			X	
Reach with hands and arms		X		
Ascend/Descend (stairs/ladder/etc.)		X		
Bend, stoop, kneel, crouch, or crawl		X		
Communicate with various parties				X
Detect flavors or smells		X		
Move containers up to 30 pounds		X		
Visual acuity			X	
Read and understand written word		X		
Drive/Travel		X		
Operate computer and general office machines		X		
Other:				

AVERAGE DAILY ENVIRONMENTAL CONDITIONS	NONE	LESS THAN 2 HOURS	2 TO 5 HOURS	MORE THAN 5 HOURS
<b>Normal office environment:</b> No exposure to extreme heat, cold, noise or chemicals or hazardous equipment.		X		
<b>Plant environment:</b> Exposure to dust, oil, various chemicals, and extreme noise.	X			
<b>Warehouse environment:</b> Exposure to extreme temperatures, noise, hazardous equipment, and fumes from trucks.	X			
<b>Travel:</b> Limited exposure to outside elements.	X			
<b>Other:</b>				

This job description does not list all duties of the job. Employees may be asked by management to perform other duties as needed. The Company reserves the right to revise this job description at any time. This job description is not a contract for employment and does not infringe upon the Company's at will employment status.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Insert appropriate FLSA addendum here.