



Northwest Arkansas Regional Airport Volunteer Job Description

Welcome to the Northwest Arkansas Regional Airport (XNA) Ambassador volunteer program! We are so pleased that you have decided to join us in our efforts to assist the traveling public and hope your time with us will be a rewarding one.

Below are a few of the duties you will be performing while volunteering at the airport. Also, to help identify our volunteers, we would like each of you to wear a uniform/vest along with your slacks/khakis and white shirt/blouse while you are working your scheduled shift. The airport will provide this vest for you.

Expectations

We request that each volunteer commit to a minimum of 4 hours per week. It will be your responsibility to notify the Administrative Staff when you are unable to make your shift. You must be 19 years or older to apply. Your participation will be in non-secure and secure areas of the airport, and an appropriate badge will be issued to you. You will be required to undergo a background check, fingerprinting, and picture taking for your badge. Free parking privileges at the airport are a part of your participation.

Skills/Competencies/Attributes

- Customer service experience
- Ability to work as a team
- Friendly, outgoing personality
- Flexible, easy to adapt to new environments
- Strong listening, communication, understanding and responding skills
- Motivated to achieve excellent standards of service
- Ability to be stationary for lengthy periods and to move around the terminal
- Ability to work/communicate with airport personnel (staff, police, TSA, etc.)
- Ability to read/interpret airport arrival/departure screens