
AMBASSADOR PROGRAM

Expression of Interest



Boasting a state-of-the-art terminal and multi-storey car park, Adelaide Airport is one of Australia's most modern passenger facilities. This internationally award winning Airport houses Domestic, International and Regional operations under one roof.

An exciting opportunity exists at Adelaide Airport to volunteer for the Ambassador Program. The Ambassador Program is a key part of the overall customer experience at Adelaide Airport and has been successfully operating for over 15 years. The Program operates 7 days a week between the hours of 5am-10pm (0500-2200hrs) daily; with morning, afternoon and evening shifts of 4 hours duration.

As an Ambassador your key responsibilities will include:

- Welcoming travellers, visitors and business partners (Customers) to the main passenger Terminal of Adelaide Airport
- Providing information about the Airport's services & facilities to Customers; in a friendly and polite manner
- Providing assistance to Customers to ensure smooth facilitation through the Terminal
- Promoting the services offered by the Information Booth

The key requirements of this role include:

- Being available to volunteer for 2 x four hour shifts per week (includes 15 minute break) and commit to a minimum of 12 months in the program
- Ability to speak English at conversation level or above (second language is desirable)
- Excellent customer service and communication skills
- Successfully undertaking induction and training programs
- Being an Australian citizen or having an Australian Visa which permits volunteer work
- Undertaking and clearing both a police check and aviation security check
- Being physically able to perform the role, including ability to stand and move for entire length of the shift
- Being able to communicate sensitively with a range of Customers from different countries and backgrounds; including the young, the elderly and non-English speaking customers
- Wearing the Adelaide Airport Ambassador uniform with pride and in accordance with the uniform guidelines
- Having a good knowledge of Adelaide and South Australia

Adelaide Airport gratefully acknowledges the contribution of its Ambassadors by providing a number of benefits.

If you believe you have the required skills to perform to a high standard in this dynamic environment, please complete the Registration of Interest and email to ambassadors@aal.com.au or post to Customer Experience Coordinator, 1 James Schofield Drive, Adelaide Airport 5950 to be received by 5pm Friday 01 July 2022.

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