

# **SYR Fly Guide Job Description**

## **OVERVIEW**

SYR Fly Guides are unpaid volunteers who report directly to the Director of Marketing, Communication, and Air Service Development or designee, with the responsibility of providing excellent customer service to the two million passengers, and other individuals who come through Syracuse International Airport each year.

The work involves maintaining a constant presence at Syracuse International Airport during peak travel times, to ensure the flying public and visitors to the airport have access to general information that impacts their visit to the airport, and their travel in the greater Central New York Region.

## **TYPICAL WORK ACTIVITIES**

- Maintain a constant presence at Syracuse International Airport during peak travel times
- Accept assignment to either terminal/landside or secure/concourse area
- Assist the traveling public and airport visitors by answering general questions on airport services, such as locations of ticket counters, gates, baggage claim, security, bathrooms, rental cars, etc.
- Assist the traveling public and airport visitors by answering general questions on regional services, including how to contact hotels, ground transportation, and general travel within the greater Central NY area
- Use the training and electronic tablet provided to become familiar with the information needed to answers to questions and provide visitors with the most accurate information possible
- Seek out supervisor or appropriate airport employee when necessary to answer questions that cannot be answered through the resource manual or internet research

## **FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS**

- Professional work ethic and appearance
- Courteous and personable demeanor
- Ability to provide exceptional customer service
- Ability to communicate in English effectively, bilingual in languages common in Central New York is preferred
- Ability to read and understand instructions and resources written in English
- Knowledge of or ability to learn airport layout and services
- Knowledge of or ability to learn Central New York resources
- Ability to use technology to research answers to questions
- Ability to work a flexible schedule during peak flying times (4:30 a.m. to 8:30 p.m.)
- Available to work at least one 4 hour shift per week

- Able to perform the physical requirements of the position, which include being stationary and moving inside the terminal and concourse, and communicating with the traveling public and airport visitors

### **MINIMUM QUALIFICATIONS**

- There are no minimum educational or work experience qualifications for this position
- Must be at least 18 years old
- Must be available to work the required shifts, and follow the Fly Guide code of conduct as established by the Syracuse International Airport
- Individuals with a passion for aviation, travel, and/or public service are encouraged to apply
- Must be able to pass a security clearance background check