

VOLUNTEER



Palm Springs International Airport Airport Navigator Program Position Description

Airport Navigator Position Objective

Provide Customer Service to the Traveling public in a friendly and competent manner.

Airport Navigator Responsibilities

- Provide general way finding information
- Provide assistance in locating airport facilities
- Provide assistance in the ticketing and baggage claim areas
- Assist in locating baggage handling services
- Work in conjunction with airline representatives, airport staff and others to remedy traveler problems.
- Provide information about tourism and related activities
- Help keep the Airport uncluttered by picking up newspapers etc.

Airport Navigator Hours and Locations

Airport Navigator staff two kinds of positions, Mobile or Desk. All Airport Navigators normally work a three or four-hour shift. All Navigators must have the ability to stand and walk or be wheelchair mobile for up to four hours. Desk volunteers may stand or sit throughout their shift.

Service hours: 6:00 A.M. to 10:00 A.M.
 10:00 A.M. to 2:00 P.M.
 2:00 P.M. to 5:00 P.M.
 5:00 P.M. to 8:00 P.M.

VOLUNTEER



Palm Springs International Airport Department of Aviation Airport Navigator Program Application

Please tell us about yourself!

| | | |
|------------|----------------|-----------|
| First Name | Middle Initial | Last Name |
|------------|----------------|-----------|

Address

City, State, Zip Code

() _____

Home Phone

() _____

Work Phone/Cell Phone

Birth Date: _____

E-Mail Address: _____

What schools did you attend?

College/University: _____ Date: _____

Tech./Voc. School: _____ Date: _____

High School: _____ Date: _____

How about your work and/or past or present volunteer experience?

| Dates From/To | Organization | Supervisor | Phone |
|------------------|--------------|------------|-------|
| _____ | _____ | _____ | _____ |

Duties: _____

Palm Springs International Airport
3400 E. Tahquitz Canyon Way, Suite OFC
Palm Springs, California 92262
(760) 318-3800

Who may we contact for references:

1. _____
Name Relationship Phone Number

Please answer some questions relating to the Navigator Program:

How did you hear about our program: _____

Why would you like to be a Pam Springs International Airport Navigator? _____

Do you have any experience in aviation and/or customer services? If so, please describe: _____

Do you speak any language fluently other than English? Please list: _____

We are committed to providing a high level of service to our travelers. Should you become an Airport Navigator, you will be required to attend familiarization training and service training and serve at least a minimum of three or four-hour shift every other week. Are you able to make this commitment? Yes _____
No _____

We ask our volunteers to wear a uniform while on duty at the Airport. The uniform consists of navy pants, Bermuda shorts or navy skirts and a polo shirt or wind breaker. While the Airport will provide the polo shirt, you will be required to provide your own navy pants or navy skirt. Are you willing/able to do this? Yes _____
No _____

If yes, what size shirt or jacket would you wear?

x small _____ small _____ medium _____ large _____ x large _____ xx large _____

Female _____ Male _____