

# AIRPORT COORDINATOR

The role of the transportation team is to ensure that all transportation requirements are performed as planned and required throughout the event including airport arrivals and departures, the transportation shuttle system and transportation desks. The goal of the team is to create a positive atmosphere for athletes and the rest of the skating family while performing these duties.

As the Airport Coordinator, it is best if you do not assign yourself a specific role in the volunteer schedule, as your role will be to oversee, delegate and assist in this area where required, in addition to being on-site for most of the duration of the event. You should plan to be onsite and available for the first day of arrivals, through to the last day of departures (dates to be confirmed with Skate Canada staff contact).

The Airport Coordinator will be assisting the Transportation Supervisor with arrivals and departures and act as a backup Transportation Supervisor to ensure reasonable hours throughout the event.

## Principle Duties

- ◆ Lead the airport greeter volunteer team.
- ◆ Support the Transportation Supervisor where required
- ◆ Act as the primary point of contact with the Transportation Supervisor for arrivals.
- ◆ Must attend LOC conference calls and trainings, and volunteer training sessions.
- ◆ Ensure that airport greeter volunteers are dressed in the appropriate uniform.
- ◆ Recruit, schedule and supervise volunteers for airport greeters.
- ◆ Organize meal requirements for airport greeter volunteers.
- ◆ Schedule meal breaks (30-60 mins) and 1 to 2 other breaks in all areas as needed.
- ◆ Organize, manage and staff Transportation Desk at the airport.
- ◆ Liaise with Transportation Supervisor on all airport related items including meals for Airport Greeters.
- ◆ In conjunction with the Transportation Supervisor, schedule drivers and vehicles accordingly to meet needs of the airport arrival and departure schedule.
- ◆ Sort travel data and create the arrival and departure schedule.
- ◆ Liaise with Transportation Supervisor to inform taxi companies that the event is taking place.
- ◆ Liaise with Skate Canada Staff and Transportation Supervisor to help troubleshoot issues such as lost luggage, flight changes, etc.
- ◆ Liaise with the airport to confirm booth location and approval to leave signage over the course of the event.
- ◆ Liaise with the airport to confirm possible parking locations for drivers if required.

## Supporting Documents

The following documents will be provided in the planning process to assist with volunteer scheduling and duties:

- ◆ Arrivals & Departures schedules
- ◆ Information Package
- ◆ Info Book
- ◆ Event Schedule

## Additional Information

- ◆ Volunteers should be scheduled to cover the majority of the peak days for the arrival & departures and can be adjusted accordingly when the schedules are finalized. Information will be provided to the Transportation Supervisor and the Airport Coordinator as it becomes available to assist in planning and scheduling.
- ◆ The arrival schedule will not be finalized until the week leading up to the event.
- ◆ The departures schedule will not be finalized until the week of the event.

- ◆ The Airport Coordinator must have printed Information Packages and Info Books available for the Airport Greeters to use to help respond to general questions by guests or general public
- ◆ Airport Greeters should be provided an electronic copy of the Information Package and Info Book prior to their first shift to read and inform themselves to be able to respond to general questions

## **Volunteer Requirements**

It is the responsibility of the Transportation Supervisor with the assistance of the Airport Coordinator to schedule volunteers according to the needs of the event.

### **Transportation Desk (Airport)**

- ◆ Answer Transportation Desk phone and during arrivals field calls from delegates en route advising of changes in pre-communicated travel plans, adjusting pick-up schedule accordingly.
- ◆ Collect and adjust departure transportation changes in conjunction with Transportation Supervisor

### **Arrivals and Departures – Airport Greeters**

Two to three airport greeters scheduled according to arrival schedule for peak days to assist delegates upon their arrival. One or two people scheduled and stationed at hotel(s) during peak departure days to assist with departures.

#### **Main Duties of the Airport Greeters:**

- ◆ Meet and greet delegates in a friendly and professional manner upon their arrival.
- ◆ Answer questions and provide information regarding transportation.
- ◆ Assist with lost baggage.
- ◆ Track flights and inform transportation desk of any changes in arrival time.
- ◆ Direct delegates to appropriate exit door to access ground transportation.
- ◆ Ability to stand and walk for long periods of time.

## **Skate Canada Staff Contact:**

Skate Canada staff contact information will be provided to you in the planning process.