

POSITION DESCRIPTION

Position	Brisbane Airport Ambassador
Reporting to	SQT Airport Operations Manager

Purpose of Position

- To provide efficient, relevant and informative assistance to all travellers and visitors to Brisbane Airport.

Skills and Experience

Essential

- Commitment to excellence in Customer Service
- High standard of personal presentation
- A willingness to work as part of a team
- Excellent interpersonal skills and ability to deal with a range of customer needs
- Demonstrated empathy to people from a variety of cultures and countries
- High standard of spoken and written English and basic computer literacy
- A good level of health and fitness
- Good knowledge of Brisbane and South East Queensland
- Commitment to at least one, four hour duty per week
- Must pass Airport Security Identification Card criminal record checks, if required
- Flexibility of shifts.

Desirable

- A second language
- Previous experience in Tourism and Travel Industry
- A passion for personal travel and Airport environments