



Department of Aviation

Job Description

Title: Love Helper Volunteer Liaison

Established: 10/01/2005

Job Description: To provide general information to the traveling public.

Dates: Monday – Friday

Hours: Any 4 hour increments from 6:00am – 8:00pm

Position Purpose

Provide customer assistance by greeting the traveling public whether they are departing or arriving. Assist in giving accurate information regarding events and accommodations. Create and produce the Love Helpers newsletter. Write, compile and assemble Love Helpers informational binders. Maintain literature rack.

Essential Functions

1. Must have a friendly, helpful mannerism and a desire to meet people.
2. Must be willing to work hours required as stated above.
3. Must have a desire to learn more about Dallas Love Field Airport operations.
4. Ability to be a problem solver.
5. Must enjoy a different daily challenge.
6. Must enjoy answering routine questions.
7. Must enjoy passing out literature.
8. Must have customer service experience.

Competencies

- Excellent communication, organizational and interpersonal skills.
- Excellent writing skills
- Background in social services, fundraising, marketing, public relations.
- Experience in airport, airline operations is a plus but not required.

Education

- Must have completed high school.
- The ability to speak, read and compose documents in English

Computer Skills

- Proficient in Microsoft Office, Microsoft Publisher, and Microsoft Power Point.

Certifications, Licenses, Registrations

- None required for this position.

Physical Demands and Work Environment

While performing the duties of this job, the incumbent is required to talk, walk and distribute literature. The work environment has varying noise levels between mild and high. The work environment temperature is generally cool.

The job description depicts the major role of the Love Helper Volunteer/Liaison. Additional tasks may be assigned as deemed necessary by the immediate supervisor.

Interested in becoming a Love Helper, call 214-670-6672 or email Margie.Stanley@dallascityhall.com