



**VOLUNTEER JOB TITLE:** Volunteer Airport Greeter

**JOB SUMMARY:** A volunteer airport greeter meets wish families at designated airports upon their arrival or departure for their wish experience. This position requires successful completion of a criminal background check and yearly confidentiality agreement.

**ESSENTIAL RESPONSIBILITIES:**

- Navigate airport facilities to ensure smooth arrivals and departures for wish families.
- Share in the wish family's excitement about the wish experience.
- Provide calm and optimistic demeanor despite potentially stressful situations (long lines, crowded terminals, security procedures, delays, etc.)
- Coordinate with airline employees to facilitate timely check-ins.
- Welcome visiting wish families to Arizona with knowledge about local attractions and culture.
- Take and send photographs of public relations-eligible families to Make-A-Wish staff.
- Publicly represent the Make-A-Wish with integrity.

**DESIRED QUALIFICATIONS:**

- Passion for children and comfort interacting with children ages 2 ½ to 18.
- Creative thinker with desire to make each greeting unique and memorable.
- Excellent people skills with the ability to work with people from different backgrounds and children with life-threatening medical conditions.
- Prompt and on-time.
- Familiarity with airport facilities and security procedures.
- Adherence to establish airport safety and security procedures.
- Strong verbal communication skills.
- Ability to maintain confidentiality.
- Resourceful with a willingness to work collaboratively with airline and airport personnel.
- Experience working with wish families and Make-A-Wish staff.

**LOCATION:**

Most airport greetings occur at Phoenix Sky Harbor Airport and Tucson International Airport.

**VOLUNTEER COMMITMENT:**

- Interact with wish families, airline personnel and airport staff with professionalism and respect.
- Work collaboratively with other volunteers.
- Airport greeters will self-choose from available airport greetings.
- Minimum commitment of two airport greetings per month.
- Complete official Make-A-Wish airport greeter training.
- Interact with airline and airport personnel with professionalism and respect.

**HOW TO APPLY FOR THIS VOLUNTEER OPPORTUNITY:**

*CURRENT VOLUNTEERS:* Contact your volunteer manager to express your interest.

*PROSPECTIVE VOLUNTEERS:* In order to become a Make-A-Wish volunteer in any role, you must first attend one of our monthly Volunteer Information Sessions. For a complete listing of upcoming dates, please visit [arizona.wish.org/volunteer](http://arizona.wish.org/volunteer).

If you have additional questions, please contact us at [volunteer@arizona.wish.org](mailto:volunteer@arizona.wish.org).