

Boasting a state-of-the-art terminal and multi-storey car park, Adelaide Airport is one of Australia's most modern passenger facilities. This internationally award-winning Airport houses Domestic, International and Regional operations under the one roof. It is recognised as the fifth largest Domestic and International Airport in Australia and hosts more than eight million passengers annually.

An exciting opportunity exists at Adelaide Airport to volunteer for the International Ambassador Program. As a bilingual and English-speaking volunteer Ambassador, you would provide support and guidance to customers in relation to Immigration, Customs, Biosecurity and baggage collection processes. The volunteer Program is a key part of the overall customer service experience at Adelaide Airport and operates 7 days a week; with four hour shifts to accommodate the international flight schedule.

**As an International Ambassador, your key responsibilities will include:**

- Welcoming travellers, visitors and business partners (customers) to the main passenger Terminal of Adelaide Airport
- Aiding customers with limited English as well as supporting all other customers to ensure smooth facilitation through the International Arrivals (and sometimes Departures) processes.
- Providing information about the Airport's services & facilities to customers; in a friendly and polite manner
- Working closely with our stakeholders, including Australian Border Force, Department of Agriculture and Water Resources, Australian Federal Police and the International Airlines

**The key requirements of this role include:**

- Being available to volunteer for an early morning shift once a week and commit to the 12-month Program
- Ability to speak Hindi/Vietnamese/Mandarin/Chinese and English at conversation level or above.
- Being 18 years of age or over
- Excellent customer service and communication skills
- Being an Australian citizen or having an Australian Visa which permits volunteer work
- Undertaking and clearing both a police officer check and aviation security check
- Being physically able to perform the role, including ability to stand and move for entire length of the shift
- Successfully undertaking induction and training programs
- Ability to communicate sensitively with a range of customers from different countries and backgrounds
- Wearing the Adelaide Airport Ambassador uniform with pride and in accordance with the uniform guidelines
- Having a good knowledge of Adelaide and South Australia

If you believe you have the required skills to perform to a high standard in this dynamic environment, please complete the Registration of Interest and email to

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[ambassadors@aal.com.au](mailto:ambassadors@aal.com.au) or post to Customer Experience Coordinator, 1 James Schofield Drive, Adelaide Airport 5950 to be received by Sunday 27 April 2025

*Candidates must be available for Induction Training in May 2025, dates to be confirmed.*