



## **JOB ANNOUNCEMENT**

### **Airport Information Ambassador**

Chicago Department of Aviation

**Number of Positions: 7**

**(Additional vacancies possible pending budget approval)**

**Starting Salary: \$48,960.00**

*The Chicago Department of Aviation (CDA) owns and operates one of the world's busiest airport systems, comprised of O'Hare and Midway International Airports. Together, Chicago's airports offer service to more than 260 nonstop destinations worldwide, serving more than 105 million passengers each year, and generating more than \$60 billion in annual economic activity for the region. The footprints of both airports continue to expand as major capital development programs are underway. These programs, known as O'Hare 21 and the Midway Modernization Program, are designed to increase capacity and connectivity of Chicago's airports over the next decade and throughout the 21st century. The CDA is self-supporting, using no local or state tax dollars for operations or capital improvements at either airport.*

*For more information, visit [www.flychicago.com](http://www.flychicago.com).*

#### **ESSENTIAL DUTIES**

- Staff information booths located in airport terminals welcoming and providing excellent customer service to airport passengers and visitors.
- Responds to inquiries providing information to English and non-English speaking passengers and visitors providing accurate and timely information requiring conversational bi-lingual skills.
- Provides various information (e.g., location of airport facilities, basic airport navigation directions, available ground transportation services, airport amenities, and hotel accommodations in the area)
- Assists travelers in obtaining information on arrival and departure times of scheduled domestic and international flights.
- Promotes and distributes brochures and other informational materials regarding City events, programs, landmarks, and attractions.

- Utilizes a mobile device to access tourism and airport information and relays information to passengers and visitors.
- Responds to inquiries through on online messaging application providing information on airport services.
- Escorts dignitaries, foreign consulates, and performers throughout the airport.
- Keeps current on events and activities ongoing throughout the airport.
- Maintains supplies, brochures, and pamphlets stocked at information booths.
- Assists passengers and visitors during times of emergency or irregular airport operations, as required.

*Additional duties may be required for this position*

**Location:** O'Hare International Airport- Terminal 2  
 10000 West O'Hare Avenue  
 Chicago Midway Airport  
 5700 South Cicero Avenue

**Shift:** Sunday - Saturday

**Hours:** 6:00 AM – 2:00 PM  
 1:00 p.m. – 9:00 p.m.

**Days Off:** Varies

**“This is not a remote position.”**

**THIS POSITION IS IN THE CAREER SERVICE**

**Qualifications**

**MINIMUM QUALIFICATIONS:** One year of customer service work experience.

**Licensure, Certification, or Other Qualifications**

- Conversational skills in three or more languages are required, English proficiency is required as one of the three languages.
- Preferred languages include Spanish, Chinese, Polish, Hindi, Arabic, French, German, Japanese, Korean and American Sign Language
- English proficiency required as one of the three languages.

## **KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**

### **Knowledge**

Some knowledge of:

Customer service methods, practices, and procedures.

Airport facilities and the location of airlines, concessions, and other airport tenants.

Airport ground transportation service.

City programs and tourist attractions.

Airport emergency protocols.

Applicable computer software packages and applications.

Knowledge of applicable City and department policies, procedures, rules, and regulations.

### **Skills**

- \*ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making.
- \*ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times.
- COORDINATION WITH OTHERS - Adjust actions in relation to others' actions.

### **Abilities**

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences.
- SPEAK - Communicate information and ideas in speaking so others will understand.
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing.
- WRITE - Communicate information and ideas in writing so others will understand.
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense.

**NOTE: Must be flexible to work early and/or late evenings and occasional weekends.**

**NOTE: This position requires a valid license at the time of hire.**

**NOTE: The candidates selected for hire must pass an airport background check and a Security Threat Assessment.**

**SELECTION REQUIREMENTS:** This position requires an applicant to successfully complete an interview which will include a skills assessment. The interviewed Bidders who possess the qualifications best suited to fulfill the responsibilities of the position will be selected by **SENIORITY** order and according to the CBA rules. The interviewed NON-Bidders who possess the qualifications best suited to fulfill the responsibilities of the position will be selected.

**APPLICATION EVALUATION:** Initial evaluation will be based on information provided on the application and the documents submitted. Department of Human Resource staff will review applications after the final posting date. Staff will follow any and all required Employment/Hiring Plan provisions, federal, state and local laws, and Collective Bargaining Agreements when applicable. Staff will apply hiring preferences as required by the municipal code. Placement on an eligibility list is not an offer or guarantee of an interview nor employment with the City of Chicago.

**COMMITMENT TO DIVERSITY:** To further our commitment to hiring applicants with diverse experience the City of Chicago has adopted the following ordinances 2-74-020 and 2-74-075. The ordinances provide a preference to applicants who meet minimum qualifications and who are veterans of the Armed Forces, and/or residents of Socio-Economically Disadvantaged Areas (SEDA) and/or Chicago Public School (CPS) high school graduates to be referred to departments for consideration. ***These hiring preferences do not apply to bidders, as Collective Bargaining Agreements define the hiring process for bidders. For positions covered by a collective bargaining agreement, bidders will be considered before external candidates.***

**ALL REFERENCES TO POLITICAL SPONSORSHIP OR RECOMMENDATION MUST BE OMITTED FROM ALL APPLICATION MATERIALS SUBMITTED FOR CITY EMPLOYMENT.**

**The City of Chicago in an Equal Employment Opportunity and Military Friendly Employer.**

**City of Chicago  
Brandon Johnson, Mayor**

Here is the link to the City of Chicago website:

<https://chicago.taleo.net/careersection/100/jobsearch.ft!?lang>

**[Job Search - Basic Search - Taleo](#)**

**FOLLOW THE STEPS BELOW TO VIEW THE OPEN POSITION AT THE CDA**

1. Visit flychicago.com/jobs or click the link above.
2. Click on the current open position at CDA.
3. Select the position – **Airport Information Ambassador**

**Airport Information Ambassador (Both)**

**\$48,960.00**

**Job #400569**

**09/03/24 - 09/17/24**

1. The applicant must create a Candidate Profile to apply for the position. Once a profile is set up, the applicant will receive email alerts for new positions in the area of interest.
2. A job posting will remain online for a minimum of 14 business days.
3. All information must be completed on the application. The following documents should be attached (resume, cover letter, and transcripts.)