



2016-17 Guest Services Program Proposal: Jackson Hole Chamber of Commerce / Jackson Hole Airport

A. Functions - The shifts will be full 8 hours shifts each time an agent from the JHCC is at the Airport. Agents will be assisting the Airport Hosts with departure engagements as well as greeting the incoming flights.

B. Guest Services Booth – The greeting cart that functioned as the Howdy Partners cart will be redesigned with the Jackson Hole Chamber of Commerce & Jackson Hole Airport appropriate brands. This will also state this is a Guest Information & Welcome booth.

C. Guest Services Duties – This booth will be operated specifically as a guest assistance station. This will be a resource point for information and engagement. The Jackson Hole Airport will provide the Chamber staff with a wireless connection as well as a phone connection to further enhance the capabilities of the operators. The agents will be tasked with performing the duties as specified in the job description section to be approved. See “JHCC & JH Airport Guest Services” job description attached with this document.

D. Timeline & Operation Hours - Shifts will begin the 2016 winter season on December 14th, to go until the weekend of March 26th, 2017. The Jackson Hole Chamber of Commerce will provide coverage from 9am-6pm unless otherwise specified on, Saturdays, Sundays, Tuesdays & Wednesdays. This will exclude coverage on December 24th & 25th.

E. Training – Megan Jenkins and Rick Howe will provide a comprehensive training program on December 4th, 5th and 6th that will cover the following areas:

- 1) Personnel & Customer Service Specialized Training
- 2) Jackson Hole Airport Orientation & Host Duties Training for both sets of agents.
- 3) Emergency Training – Contacts, Protocols, Scenarios

F. Cost – \$19,920.00

- 1) \$16,320.00; 51 days at 8 hours x 2 staff. Includes 3 days training plus 20 miles paid for each staff member per shift worked when they drive. (Ride 2 Fly option at no cost)
- 2) \$1,600.00; Costs to upgrade the current greeting station.
- 3) \$2,000; Costs to purchase beverage supplies for the season.

Job Description for Airport Program Role

JOB TITLE: Jackson Hole Chamber of Commerce Airport Guest Services Agent at the Jackson Hole Airport

SUPERVISION RECEIVED:

Jackson Hole Chamber of Commerce Guest Services Agents are employees of and supervised by the Jackson Hole Chamber of Commerce Visitor Services Department Director.

JOB SUMMARY:

Provide complete informational services and assistance to all arriving and departing passengers at the Jackson Hole Airport. This will be a non-security clearance position. All access to and through security areas will be escorted by airport personnel.

JOB RESPONSIBILITIES:

- Meet & greet arriving and departing visitors at the Jackson Hole Airport from the Guest Services station. Provide greeting and assistance to all guests of the Jackson Hole Airport. This will include complete informational services to the visitor.
- Our primary role is to enhance the Visitor Experience. We will provide welcome beverages to all arriving flights during the shifts at the Guest Services station in the baggage claim area of the Jackson Hole Airport. This will include setup of the station, cleaning and tear down of the equipment each day. The agent will also be required to maintain the supplies for each shift.
- Assisting passengers with information, directions or answering questions. Provide any other help that may be needed. Phone support may be needed and will be provided at the station.
- Assisting and providing support to the airport host staff during the portion of the shifts that do not have passengers present at the airport.
- Be alert and aware of any issues that may need to be reported. Ex; watch for security, safety and customer service issues. Call the onsite Supervisor or Airport Manager when needed.
- Other duties as may be assigned. Ex; as work flow allows, we may assist with trash & snow removal, straightening guest areas, etc.

REQUIRED SKILLS, KNOWLEDGE, AND ABILITIES:

- ❖ Extensive knowledge of the Jackson Hole and surrounding areas.
- ❖ Knowledge of Chamber of Commerce members and the ability to access their information from our website.
- ❖ Agents must have completed the required pre-season Chamber of Commerce and Jackson Hole Airport training. Agents will be required to wear agency issued uniforms and identification.
- ❖ Must enjoy contact with the public and have a pleasant and friendly personality.
- ❖ Ability to learn and retain information quickly.
- ❖ Tactful and courteous behavior.
- ❖ Able to lift 30 pounds
- ❖ Ability to flexible and patient when dealing with the visitor.
- ❖ Ability to work under pressure and meet deadlines.
- ❖ Have excellent communication skills.

Contact:

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