



VANCOUVER  
AIRPORT  
AUTHORITY

## YVR GREEN COAT FAQ

### **Q. Who are the YVR Green Coats?**

The Vancouver Airport Authority is honoured to be served by a group of volunteer customer service ambassadors: Green Coats. Our current complement of volunteers welcomes passengers to YVR and takes customer care “beyond every day”.

### **Q. How long before there are any openings?**

We expect to be recruiting within the next 12 months to fill vacant positions.

### **Q. How do I apply?**

Green Coat opportunities are posted on our website at [www.yvr.ca](http://www.yvr.ca). Applicants must complete the online application process.

### **Q. Do I need airport experience?**

While airport knowledge is an asset, it is not required. We are looking for people with the following attributes:

- Friendly, outgoing personality;
- Strong teamwork orientation;
- Ability to listen, understand and respond;
- Motivated to achieve high standards of service;
- Excellent problem resolution skills;
- Customer service experience;
- Computer skills; able to navigate the Internet;
- Language skills.

### **Q. What kind of time commitment are you looking for?**

We are very proud of our Green Coats and their contribution to the airport community. Volunteers are expected to commit to a minimum of one 4 hour shift each week on a designated day and time. Shift times are 6 a.m. – 10 a.m.; 10 a.m. – 2 p.m.; 2 p.m. – 6 p.m.; and 6 p.m. – 10 p.m.

### **Q. What does a Green Coat do?**

Green Coats provide a number of services at YVR. The following is a list of their key responsibilities:

- Proactively respond to and approach passengers who need assistance

- with any travel/information related needs such as:
- Providing directional assistance related to facilities, retail and services;
  - Providing information on services available in the airport;
  - Informing customers of the many features and attractions to be found in Vancouver and British Columbia;
  - Enhance the overall passenger experience at YVR;
  - Provide support to other Green Coat volunteers, and to the many partners who encompass the airport community;
  - Build trusting relationships among the team and other YVR community members.

**Q. Is there any training?**

Green Coat volunteers receive a two day classroom-style training session and further mentoring from other members of the team in order to help prepare them for their role.

**Q. Do you need to go through any security screening in order to become a Green Coat?**

As Green Coat volunteers are required to work in secure areas of the airport, all volunteers must apply and be accepted for a Restricted Area Identification Card. This involves a background security check.

**Q. What is the age and physical requirements?**

Applicants must be 19 years of age or older to apply. Volunteers must be mobile through the terminal and also capable of being stationary for a 4 hour shift.

**Q. What does the uniform look like?**

Green Coat volunteers are provided with a uniform that consists of a shirt, a tie/scarf and a vest/jacket.

**Q. What are the perks?**

The Green Coat Program is volunteer-based and, as such, participants do not receive a salary; however, there are many benefits to being a Green Coat.

Green Coats enjoy working with other volunteers with similar interests; they receive the satisfaction of helping others; and are recognized through our volunteer events. Green Coats also receive complimentary parking for the days that they are working at YVR.

Our renowned Green Coat Volunteer Program is an integral part

of our customer care efforts at YVR.