

Volunteer at OAK – Passenger Experience Team



Get Involved. Make an Impact. Volunteer at Oakland San Francisco Bay Airport.

Why Volunteer at OAK?

- Assist more than 150,000 travelers each year.
- Share your knowledge of the Bay Area and public transit.
- Build communication and customer service skills.

Benefits & Perks

- VIP Airport parking during volunteer shifts
- Annual appreciation luncheon
- Mileage reimbursement to/from OAK
- Allowance for each 4-hour shift
- Evening stipend for 8 p.m.–midnight shifts

Requirements

- At least 18 years old
- Commitment of one year of service
- Minimum two 4-hour shifts per month
- Friendly, reliable, and professional
- Knowledge of Bay Area, attractions and transit options

How to Apply

1. Review the Volunteer Position Description (PDF)
2. Complete online Volunteer Application Form
3. Download and mail a paper application to: Lakita Spencer, Visitor Information Program, 1 Airport Drive, Box 45, Oakland, CA 94621
4. Interview, orientation, and background clearance
5. Start peer-to-peer training
6. After initial training, apply for Airport ID



OAK Airport Volunteer Position Description

Get Involved. Make an Impact. Volunteer at Oakland San Francisco Bay Airport.

As a Passenger Experience Ambassador, you'll join a dynamic front-line volunteer team dedicated to meeting the needs of OAK customers. Volunteers are goodwill ambassadors, providing hospitality and travel support to passengers from around the world.

Responsibilities

- Answer customer questions in person or by phone about OAK services, facilities, and procedures
- Greet travelers and provide directions, wayfinding, and general assistance
- Share information on Bay Area attractions, public transit, and current events
- Maintain an inviting, well-stocked, and professional information booth
- Assist with passenger needs while ensuring a positive OAK experience

Volunteer Guidelines & Expectations

- As an OAK volunteer, you are expected to:
- Be punctual, reliable, and professional at all times
- Greet travelers with warmth, courtesy, and patience
- Represent OAK and the City of Oakland with a positive image
- Wear the required volunteer uniform while on duty
- Actively participate in volunteer training and continuing education

Commitment & Qualifications

Minimum Commitment: One year of service

Shifts: Two 4-hour shifts per month

Orientation & Training: Complete initial training and ongoing sessions

Background Clearance: Pass fingerprinting, security, and badging requirements

Meetings: Attend quarterly volunteer staff meetings

Computer Comfort: Use online tools to assist customers and complete required testing

Team Spirit: Bring enthusiasm, adaptability, and a passion for service

Apply today: Email your completed application to WeHelpYouFly@portoakland.com

Application for Volunteer Program

Get Involved. Make an Impact. Volunteer at Oakland San Francisco Bay Airport.

Thank you for your interest in volunteering with the Visitor Information Program. Volunteer positions are available at our Information Centers, where you will serve as a front-line customer service representative for travelers at Oakland San Francisco Bay Airport (OAK).

Volunteers are asked to commit to a minimum of 8 hours per month. Available shift times are 8 a.m.–Noon, Noon– 4pm, 4-8pm and 8pm-Midnight.

Please return your completed application to:
Lakita Spencer, Visitor Information Program Coordinator
One Airport Drive, Box 45
Oakland, CA 94621
or by email at WeHelpYouFly@portoakland.com

Please note: Completion of an application does not guarantee acceptance into the volunteer program.

Please Print

Name

Date

Birthdate (Mo./day/year)

Gender

- Female Male
 Non-Binary
 Prefer not to say

Phone

Cell Phone

Email

Address

City/State/Zip

Volunteer Questionnaire

Have you ever volunteered at Oakland San Francisco Bay Airport?

Yes

No

How long have you lived in the Bay Area?

On a scale of 1 (lowest) to 10 (highest), how well do you know Bay area attraction's, restaurants, accommodations, etc.?

Please Circle 1 2 3 4 5 6 7 8 9 10

How did you learn about volunteering for Oakland San Francisco Bay Airport?

Please list the reasons you are interested in volunteering in the OAK Volunteer Program?

Do you speak any foreign languages? Yes No If yes, please list:

Are you an interpreter of American Sign Language? Yes No

Customer Service Experience

Describe any customer experience you have

Information Center Availability

Circle available day(s) and frequency, and check the shift period(s) preferred:

Mon Tue Wed Thu Fri Sat/Sun

Mornings

Afternoons

Evenings

How Often: Month, Semi-monthly, Weekly

Other:

References

Name

Phone

Name

Phone

Application Submission Instructions

Please return your completed application to:

Oakland San Francisco Bay Airport

Lakita Spencer, Visitor Information Program Coordinator

One Airport Drive, Box 45

Oakland, CA 94621

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by email at WeHelpYouFly@portoakland.com