

The Customer Care Volunteer Program (CCVP) at Melbourne Airport.

Destination Melbourne is proud to co-ordinate the Customer Care Volunteer Program (CCVP) at Melbourne Airport.

About the CCVP

The CCVP has been running since 2012 and was set up to provide visitors with a strong sense of welcome, while assisting them with information and practical needs.

The program aims to create a great traveller experience by welcoming all passengers and visitors to the airport, while providing accurate and courteous information about the airports' services and facilities.

Together with Melbourne Airport, Destination Melbourne is enhancing the visitor experience for travellers and visitors from the very moment they land in the world's most liveable city. Our team of dedicated volunteers work throughout the airport across the morning, afternoon and evening, every day of the year.

The role of a Customer Care Volunteer

The CCVP volunteers provide more than just a friendly and welcoming face. They are there to help visitors with tourism information about Melbourne's key events and attractions, as well as assisting with way finding and the practical needs of those new to Melbourne.

The uniformed volunteers also provide a friendly and reassuring presence in times of need. If passengers have lost their luggage, need help exchanging foreign currency, or require a chaplain or medical assistance, our volunteers are only too happy to accompany them and make sure they reach the services they need.

Volunteers also help to keep the airport safe, by reporting safety and security issues and helping to manage queues and movement of passengers.

The role of Destination Melbourne

Destination Melbourne is focused on enhancing the visitor experience at every point of the journey, which in this case would start at Melbourne Airport – the gateway to Victoria. Our role is to oversee the day to day operations of the program on behalf of Melbourne Airport. Our unique position in the visitor industry allows us to work closely with staff and volunteers to ensure that visitors feel a sense of welcome and volunteers feel highly valued. Destination Melbourne's visitability program aims to position Melbourne as the world's most visitable city, the CCVP is a vital starting point to enhance visitability.

Benefits of becoming a Customer Care Volunteer

Are you looking for a meaningful and stimulating volunteering experience in tourism customer service?

Become part of a dedicated and enthusiastic team who genuinely care about what they do, and have a passion for Melbourne and everything it can offer to its visitors.

Not only is it a great opportunity to make friends and industry connections, it's also a way to utilize your skills in a different way, or learn some new skills.

All volunteers receive:

- Free car park within walking distance of the terminal
- Free uniform
- Reimbursement for reasonable travel expenses
- Invitations to corporate functions and training opportunities
- An unrivalled feeling of satisfaction from being an ambassador for Melbourne!

Requirements of a Customer Care Volunteer

- Friendly, outgoing personality and a strong team orientation
- Customer focused with the ability to firmly direct passengers
- Active listening, understanding and responding skills
- The ability to adapt to a high change environment
- Physical ability to perform the volunteer role including the ability to stand for a 4-hour shift and move about the terminal as needed
- Ability to converse in English – additional languages are also highly desirable, such as Mandarin
- Commitment to attend one four hour shift per week. Volunteers are positioned all over Melbourne Airport including international and domestic arrivals and departures.
- Over the age of 18.

What sort of people volunteer?

Our friendly volunteers come from many walks of life, but they all have a couple of important things in common, their enthusiasm for helping people and their passion for Melbourne.

We have aviation enthusiasts, retirees, part-time workers, students, parents and even grandparents. While there is no typical volunteer, the people that are attracted to the program tend to be those who are outgoing and thrive on interaction with others.

Applying to become a Customer Care Volunteer

Interested in volunteering? Send Renee an email at customer.care@destination.melbourne to ask her any questions you may have. She will tell you more about our recruitment process and requirements.

Suitable applicants are then invited to an interview and must attend an induction process. There are currently two inductions each year, with additional sessions held on a needs basis.