

MCO Navigators Volunteer Program Guidelines

The MCO Navigators is a volunteer program designed to provide exceptional customer service to airport guests and employees. Navigators offer assistance with wayfinding, highlighting airport amenities and services, and providing general information about the Orlando International Airport and surrounding Orlando area. This is a unique opportunity for members of the community to contribute their time and skills to a meaningful cause while gaining valuable experience and making a significant impact.

Benefits

- Flexible schedules are available from 8 am to 8 pm, seven days a week.
- Contribute to Improved Guest Experience
- Personal Growth and Development
- Appreciation Events and Service Awards
- Dynamic Environment
- Networking Opportunities
- Free Parking During shift
- Service Hours
- Uniforms

Qualifications

- Must be at least 18 years of age.
- Physically able to stand or use a mobility device during a four-hour shift.
- Able to pass an airport background check and qualify for a badge.
- Able to communicate effectively in English.
- Comply with all airport regulations, assigned volunteer duties, requests and directions from staff.
- Friendly, outgoing, and able to approach customers and initiate conversations to offer assistance.
- Be flexible and able to adapt to fluctuating passenger demands and airport changes.

Commitment

- Attend a 4-hour in-person orientation, including a walking tour.
- Complete a minimum of 16 hours of initial training scheduled over various shifts.
- Must commit to a minimum of one 4-hour shift per week.
- Commit to at least six months of participation.
- Complete required training and shadowing.

Training and Supervision

- Training will be completed by an approved Aviation Authority staff member.
- Access to physical and digital resources will be provided.
- The Customer Experience Department will provide ongoing guidance and support.

Application Process

- Complete the job application located at <https://flymco.com/non-travelers/>
- Submit a copy of your driver's license, state ID, or passport with your application.
- Applications may be completed online or downloaded and emailed to MCONavigators@goaa.org or mailed to:

Greater Orlando Aviation Authority
Customer Experience Department – MCO Navigators Program
One Jeff Fuqua Blvd
Orlando, FL 32824

The Customer Experience Department will contact you after receiving your application. For more information, email MCONavigators@goaa.org.

