



## POSITION DESCRIPTION

---

**Job Title: Greeter-MCO**  
**Reports to: Director of Transportation**

**Functional Area: Transportation**  
**FLSA Status: Non-Exempt**

### Job Summary

Florida Cruise Ports is looking for a Greeter to join our team. As a greeter, you will be responsible for making sure our customers are welcomed upon arrival or departure and are directed to the appropriate transportation provider. You will be the first point of contact for Florida Cruise Ports customers and will require friendly and professional customer service skills. Greeters will document customer check-ins, conduct "head counts" and direct customers to appropriate pickup locations.

This is an outdoor position based at Orlando International Airport/MCO. The schedule ranges from 8-24 hours a week with shifts typically starting at 9:00 AM. Hours are Saturday and Sunday with some weekdays depending on the volume of arriving guests. Note: Employee must have a cell phone with a camera and data plan to communicate with their supervisor and team members, and to log time worked.

### Qualifications:

- Strong verbal communication skills, proficiency with the English language, and ability to speak loudly when necessary
- Strong work ethic, must be punctual, dependable, dedicated and have a can-do attitude
- Thrive in a fast-paced environment while maintaining a high level of professionalism
- Enjoy interacting with people and going the extra mile to assist them with questions and concerns
- Ability to identify and de-escalate customer situations, problem solve and promote customer satisfaction
- Ability to handle a large crowd in a calm, professional demeanor and remain organized and in control
- Ability to be flexible with work schedule, including weekends, holidays, and fluctuations in number of available hours
- Enjoy working outdoors often in sun with minimal shade, including the summer months in hot and rainy conditions

### Education/Certifications/Licenses:

- High School Diploma

### Experience:

- 1 year of successful customer service experience
- Travel/Hospitality experience preferred

### Physical demands and Environment (Overview):

- (Regularly) required to briskly walk up to 100-yard lengths
- (Regularly) required to sit and stand
- (Regularly) required to bend and twist at the neck and waist
- (Regularly) required to use hands to finger to perform simple grasping
- (Occasionally) required to push or pull
- (Occasionally) required to reach above and below shoulder level
- (Regularly) exposed to an outdoor working environment

*The above statements are intended to describe the general nature and level of the work being performed by people assigned to this work. This is not an exhaustive list of all duties and responsibilities. Florida Cruise Ports management reserves the right to amend and change responsibilities to meet business and organizational needs as necessary.*

*Florida Cruise Ports is an Equal Opportunity employer as described in the Employee Handbook. Employees with disabilities must meet qualification standards that are job-related and consistent with business necessity and must be able to perform the "essential functions" of the position, with or without reasonable accommodation.*