

Airport Ambassador-Team Leader Responsibilities

ALL Airport Ambassadors have Team Leader (TL) Responsibilities if:

1. You accept responsibility for other Team members
2. You visit alone
3. You are a Float or a Sub

Airport TL Skill Requirements

1. Leadership & communication skills
2. General knowledge of animal behavior & body language
3. Member of WAGS for at least 6 months
4. Strong understanding of WAGS Policies/Procedures
5. Strong understanding of AIRPORT Visiting Guidelines

Airport TL Responsibilities

1. Actively avoid / do not interact with airport police dogs or other traveling animals
2. Create/maintain list of team members with phone & email. Share with team
3. Designate temporary TL in your absence. Notify Linda Laun & your team
4. Notify Linda of all changes to team member status
5. Request team members notify you & Linda of schedule changes at least 24 hours ahead
6. Validate team members are coming the day before scheduled visit
7. Email Kim Pemberton, Airport Media Manager at Kim.Pemberton@flylouisville.com the evening before scheduled visit. Include names of handlers & dogs plus arrival time. Kim posts your photos on SDF social media.
8. Floaters & teams visiting alone also email Kim the evening before visit with same info
9. Request team members use **Airport Add /Drop link** on WAGS website if they wish to start/change/stop visits

New Ambassador & TA Audit / Shadow

1. Orient Ambassadors / TA's who wish to audit/shadow. **Ambassadors may not bring their dog on 1st audit.** They may do a 2nd audit with dog, if desired & scheduled with you.
2. Ambassadors / TA's may contact you first, before Linda, to request audit. Instruct them to email Linda with confirmed audit time
3. Instruct them to submit **Airport Add/Drop** form if they want to continue visiting after audit. Linda will contact them to discuss schedules.

Incident Reporting

1. Follow WAGS Policies & Procedures for Incidents
2. If urgent help is needed or you are uncertain, immediately locate Airport Security Officer.
3. In non-urgent situations, if you need help, call Airport Operations (502) 380-8200.
4. Complete WAGS Incident Report within 24 hours & email to Linda Laun.
Linda.laun@outlook.com

Prepared by Linda Laun
rev 4-7-2025