



## WHO IS JFK INTERNATIONAL AIR TERMINAL, LLC?

JFK International Air Terminal, LLC (JFKIAT) is the operator of Terminal 4 at John F. Kennedy International Airport, one of the most active air terminals in the New York area, serving 34 international and domestic airlines with an annual passenger volume of more than 21 million travelers in 2017. Terminal 4 is the first existing airport terminal in the U.S. to receive LEED Gold certification by the United States Green Building Council (USGBC) for operations and maintenance. The Terminal's expansive Retail Lounge offers an unparalleled experience for travelers with a wide range of food and beverage and retail options, from chic to upscale and from convenience stores, to electronics, accessories and gifts. Terminal 4 was the first air terminal in North America operated by a private management company. JFKIAT is owned by Schiphol USA Inc., a U.S. affiliate of Schiphol Group.

JFKIAT offers exciting opportunities for students pursuing a career in Operations, Security, Safety and Performance Management, Finance, Commercial, Facilities, and Baggage & IT. These opportunities include:

- Paid Internships
- PROJECT: Volunteer
- Terminal 4 Tours (T4 Aviation Day)
- Career Opportunities

### PAID INTERNSHIPS

The **Operations Department** at JFKIAT offers two paid 6-month internships twice per year. For the duration of these internships, the interns will function as the Control Supervisor and/or the Terminal Supervisor.

Responsibilities include:

- Monitoring and coordinating all functions related to air terminal operations
- Initiating and receiving communications via telephone/radio/computerized systems, and taking appropriate action as dictated by standard procedures and as required by terminal staff
- Maintaining appropriate records of activity
- Coordinating service calls for contractors
- Managing/executing daily operational plans
- Supervising, directing and monitoring daily performance of JFKIAT outsourced labor contractors and permittees
- Liaising with airline customers and government agencies
- Conducting daily performance evaluations/inspections
- Responding to incidents/accidents
- Supporting management/office staff as needed

Requirements include:



- Students must be enrolled and attending classes during the internship. Should the period fall in-between semesters, the students must be enrolled/continuing their education in the proceeding semester.
- Juniors and Seniors are preferred
- Ability to work an 8.5-hour shift at least 4 days per week (5 days per week preferred).
- Ability to work a steady morning or afternoon shift, including a Saturday or Sunday. Morning shifts are from 6AM to 2:30PM and 7AM to 3:30PM; afternoon shifts are from 2PM to 10:30PM and 3PM to 11:30PM. Shift and days off are based upon academic schedule.
- Ability to prioritize, track, and perform multiple tasks simultaneously
- Ability to function well under stressful conditions
- Computer competency and ability to learn operation of Information Technology (IT) systems in a changing technical environment
- Administrative skills, including timely follow-up and reporting
- Pro-active and self-motivating approach
- Strong written and verbal communication skills
- Professional demeanor and appearance
- Ability to pass medical screening and background checks for obtaining an airport ID

The **Commercial Department** at JFKIAT offers a paid 6-month Marketing/Management Internship twice a year. The internship provides exposure in retail and restaurant operations, marketing, and finance.

Responsibilities include:

- Recording monthly retail sales and completing monthly analysis for all retail tenants
- Inputting budget templates for sales and revenues
- Participating in monthly tenant/concession operator meetings
- Auditing retail and restaurant unit operational performance weekly
- Auditing retail and restaurant unit life/safety compliance
- Monitoring social media and website
- Participating in planned Terminal 4 events
- Analyzing passenger survey data
- Conducting unit pricing audits
- Projects as defined by personal interest and business needs

Requirements include:

- Students must be enrolled and attending classes during the internship. Should the period fall in-between semesters, the students must be enrolled/continuing their education in the proceeding semester.
- Undergraduate Seniors or Graduate MBA students majoring in Business Management or Marketing preferred.
- Ability to work at least 20 hours per week, up to 40 hours per week Monday through Friday.
- Ability to pass medical screening and background checks for obtaining an airport ID

The **Safety & Performance Management Department** at JFKIAT offers a paid 6-month internship once per year.



Responsibilities include:

- Conducting Safety and Appearance Audits
- Conducting Safety Evacuation Drills
- Compiling monthly reports and department scorecards

Requirements include:

- Students must be enrolled and attending classes during the internship. Should the period fall in-between semesters, the students must be enrolled/continuing their education in the proceeding semester.
- Ability to work Monday through Friday, 8:30AM to 5:00PM, including one Saturday and one Sunday per month
- Ability to pass medical screening and background checks for obtaining an airport ID

The **Baggage & IT Systems Department** at JFKIAT offers a paid 3-6 month internship once per year. The internship allows the student to participate in the sharing of knowledge and as a member of various projects.

Responsibilities include:

- Working on special projects involving the Baggage System, Passenger Boarding Bridges and/or IT Systems
- Supporting users of office automation desktop PC's running Microsoft Office
- Conducting inventory as required
- Documenting configuration and software application on desktop PC's

Requirements include:

- Students must be enrolled and attending classes during the internship. Should the period fall in-between semesters, the students must be enrolled/continuing their education in the proceeding semester.
- Intermediate to advanced knowledge of Microsoft Office Suite, including Visio
- Industrial Engineering majors preferred
- Ability to work 30-40 hours per week between the hours of 8:30AM to 5:00PM, Monday through Friday.
- Ability to pass medical screening and background checks for obtaining an airport ID

The **Facilities Department** at JFKIAT offers a paid 6-month internship once per year. Throughout the internship, the student will be working closely with airport professionals and will be exposed to all aspects of facility management which includes building maintenance, cleaning, and construction projects.



Responsibilities include:

- Conduct quality assurance/control audits of completed service requests and preventive maintenance events
- Compile and prepare various reports related to performance and trends
- Monitor and coordinate contractor activities and provide reports to Facility Managers
- Complete special projects assigned by Facility Managers
- Participate in department daily briefings and weekly meetings, and prepare meeting minutes

Requirements include:

- Students must be enrolled and attending classes during the internship. Should the period fall in-between semesters, the students must be enrolled/continuing their education in the proceeding semester.
- Ability to prioritize, track, and perform multiple tasks simultaneously
- Ability to function well under stressful conditions
- Computer competency and ability to learn operation of Information Technology (IT) systems in a changing technical environment
- Administrative skills, including timely follow-up and reporting
- Pro-active and self-motivating approach
- Strong written and verbal communication skills
- Professional demeanor and appearance
- Ability to work 20-40 hours per week between the hours of 8:30AM to 5:00PM, Monday through Friday.
- Ability to pass medical screening and background checks for obtaining an airport ID

Announcements with details for these Internships will be made at least one month in advance of openings.

Responsibilities and requirements for the above internships are subject to change.

Throughout the year, JFKIAT may also offer other project-based paid internships in other departments as needed. Announcements with details for these internships are made as they become available.

Compensation for all internships: \$13.00/hour

Students are eligible for only one internship at JFKIAT.

Parking at Terminal 4 is provided for the Interns. If working at least 32 hours per week, students taking public transportation instead, are eligible for a monthly transportation stipend.

### **PROJECT: VOLUNTEER**

JFKIAT's volunteer program provides students with the opportunity to work on a project and/or experience hands-on, what it takes to operate an airport terminal. This program may lead students to internships/career opportunities. Volunteer opportunities will be communicated as they become available within JFKIAT's Departments, detailing project scope and requirements for that opportunity. All student volunteers must be enrolled in school



for the duration of the project. Should the period fall in-between semesters, the students must be enrolled/continuing their education in the proceeding semester.

Internships and volunteer program are subject to change at any time.

#### **T4 AVIATION DAY**

Twice per year, JFKIAT, in collaboration with its business partners, hosts a tour of Terminal 4. The selected students will learn about JFKIAT and the Terminal 4 operation. T4 Aviation Day consists of a panel discussion with JFKIAT and its business partners, a terminal tour including a visit to JFKIAT's Security Operations Control Center and the Ramp Control Tower, and an aircraft tour.

Tour details are subject to change at any time.

Announcement for registration and details of T4 Aviation Day will be communicated to participating schools.

#### **CAREER OPPORTUNITIES**

Take your place on the team managing New York's premier international gateway and one of the busiest U.S. air terminals. Our team makes T4 shine, and when you join us, you deserve to be rewarded for all you do here. We offer a competitive salary, an attractive benefits package, and opportunities for professional development and advancement. You've never put limits on your ambitions. We won't, either. T4 is an ideal environment for people who come to work every day looking for new ways to shine.

Visit us at <http://www.jfkt4.nyc>, like us on [Facebook](#) and follow us on [Instagram](#) and [Twitter](#).