



Employment Opportunity

Passenger Services Supervisor - American Airlines Product

Competition#: 4N18-022
Wage: \$21.27 (or commensurate with experience)
Hours of Work: Permanent Full-time (35 to 40 hours per week)
Location: Richmond, B.C. (Vancouver International Airport YVR)
Closing Date: Monday, March 12, 2018 (1700 PST)

Air North, Yukon's Airline is a growing Airline based in Whitehorse, Yukon that offers its employees a top-tier benefits package that includes competitive salaries, extended health and dental, BCMSP options, Group RRSP plans and extensive travel perks with various carriers hosted through MyID Travel.

Air North, Yukon's Airline has always taken pride in providing the most authentic Yukon hospitality experience to all its customers. In 2016 Air North, Yukon's Airline was named the second most-loved airline in the world. This is a testament to the dedication and hard work of Air North's employees and the loyalty of their customers. Air North has scheduled service between Whitehorse, Vancouver, Kelowna, Calgary, Edmonton, Ottawa, Yellowknife and Victoria (starting May 2018).

This position will be responsible for supervising and controlling flight-handling activities such as flight editing, transfer and boarding in order to achieve a high standard of service. You will also aim to achieve optimum satisfaction and on-time departure of flights. A positive, professional attitude and the ability to inspire and lead a team are required in this exciting environment.

Would you describe yourself as having:

- Exceptional communication skills, both verbal and written
- Effective conflict resolution skills
- Effective problem solving ability
- Exceptional organizational and time management skills
- Ability to work independently and alongside various ground handling teams
- Basic accounting skills and/or experience processing payments
- Detail-oriented skills with a high level of accuracy
- Computer proficiency with MS Word, Excel and AA Systems
- A passion for providing outstanding customer service
- Flexible and adaptable – able to work shift work, weekends, holidays and irregular operations
- Respectful, friendly, courteous, approachable and confident personality
- Most importantly, a good sense of humour and likes to have fun

Qualifications/Conditions of Employment:

- Grade 12 High School Diploma or equivalent
- Must be able to obtain and retain a Transport Canada Airport Restricted Area Identification Card (RAIC)
- Minimum 2 years' experience working as Passenger Service Agent for the AA product
- Be physically fit (able to lift up to 50 pounds repetitively)
- Ability to perform all duties under stressful conditions beyond the employee's control
- Must be a Canadian citizen, Permanent Resident or show proof of right to work in Canada
- Must be available to work shift work, split shifts, weekends and holidays
- Previous supervisory or lead experience in Aviation considered an asset

How to Apply:

Quoting competition #4N18-022, please submit your resume and cover letter to the Human Resources Department by Monday, March 12, 2018 (1700 PST) to:

Email: careers@flyairnorth.com
In Person: Air North Office, 150 Condor Road, Whitehorse, Yukon

We wish to express our appreciation to all applicants for their interest in this position. Due to the substantial volume of applications we receive, only candidates selected for an interview will be contacted. Applicants must clearly indicate that they meet the minimum qualifications to be considered for a position.

flyairnorth.com

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