



Employment Opportunity

Passenger Services Agent (Check-In)

Various Products - Air North & KLM

Competition#: 4N18-030
Wage: \$15.00 (or commensurate with experience)
Hours of Work: Permanent On-Call (No Guarantee of Hours)
Location: Leduc, Alberta (Edmonton International Airport YEG)
Closing Date: Tuesday, March 13, 2018 (1700 PST)

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).

Reporting to the Station Manager, this position is responsible for check-in counter, ticketing, gate and baggage services. Duties include, but are not limited to: performing check-in functions by generating passenger reservations and boarding cards; lifting and moving baggage on to the belt or from the carousel; announcing flight arrivals, departures, and boarding information over the public-address system; operating the passenger loading jet-way bridge and motorized carts; assisting passengers with boarding and disembarking the aircraft, and answer customer service questions and complaint resolutions, including cancelled or missed flights, determining alternative flight options and changing or rebooking reservations.

Would you describe yourself as having:

- Excellent English communication skills; both written and verbal
- A thorough understanding of airport and passenger service operations
- Demonstrated passion for providing outstanding customer service
- Exceptional leadership skills
- Computer proficiency with MS Word, Outlook, Excel, PowerPoint and databases
- Ability to work under pressure
- Exceptional problem solving skills
- A thorough understanding of company policies and procedures
- Exceptional communication skills, both verbal and written
- Effective conflict resolution skills and problem solving ability
- Exceptional organizational and time management skills
- 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)
- Must successfully complete an initial training program
- Be physically fit (able to lift up to 70 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 considered an asset

How to Apply:

Quoting competition #4N18-030, please submit your resume and cover letter to the Human Resources Department by Tuesday, March 13, 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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