



## Employment Opportunity

### Passenger Services Agent (Check-In)

Various Products - Air North, & AeroMexico

**Competition#:** 4N18-100  
**Wage:** \$15.27 (or commensurate with experience)  
**Hours of Work:** Permanent Part-time (20 to 34 hours per week)  
**Location:** Richmond, B.C. (Vancouver International Airport YVR)  
**Closing Date:** Until Filled

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.

Reporting to the Passenger Service 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:

- 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 varying 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 databases
- A passion for providing outstanding customer service
- Flexible and adaptable – able to work shift work, weekends, holidays and irregular operations
- A passion for providing outstanding customer service
- 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
- Second language considered an asset (Spanish, Japanese, French etc.)

#### How to Apply:

Quoting competition #4N18-100, please submit your resume and cover letter to the Human Resources Department by Monday, December 17, 2018 5pm (1700 PST):

**Email:** [careers@flyairnorth.com](mailto: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.*

*Air North, Yukon's Airline is committed to employment equity, and has been serving Yukoners for over 40 years. We offer competitive wages, an attractive benefits package including great travel perks, and an enriching work environment for our 500+ employees.*

[flyairnorth.com](http://flyairnorth.com)

150 Condor Road  
Whitehorse, Yukon  
Y1A 0M7  
Canada

USA/CANADA  
1.800.661.0407

PHONE  
867.668.2228