



Employment Opportunity Passenger Services Agent (Check-In)

Competition#: 4N19-011
Wage: \$17.00 (or commensurate with experience)
Hours of Work: Full-Time (35-40 hours)
Part-Time (20-34 hours)
Duration: Permanent
Location: Whitehorse, Yukon (Erik Nielsen Whitehorse International Airport YXY)
Closing Date: Wednesday, March 6, 2019 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.

It's about meeting great people every day. Our Passenger Service Team are the initial point of contact for each and every passenger we serve, and you'll be ensuring that our passengers enjoy the best possible experience. This is a unique industry with challenges that can change just as quickly as the weather, and it's essential to think on your feet and lead your co-workers so that passengers are informed and comfortable. It's because of your positive and professional approach that passengers will continue their travels, delighted with their Air North experience.

You will be responsible to assist passengers while in the terminal building. The position relies heavily on customer service, computer skills and safety procedures. A professional attitude and ability to work in a team environment are key.

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 Restricted Area Identity Card (RAIC) within 90 days of employment
- Must be physical fit (able to bend, kneel, crawl, stoop, climb, and lift up to 70 pounds repetitively)
- Ability to perform all duties under stressful conditions beyond the employee's control
- Second languages considered an asset (French, German & Japanese preferred)
- Must be a Canadian citizen, Permanent Resident or show proof of right to work in Canada

How to Apply:

Quoting competition #4N19-011, please submit your resume and cover letter to the Human Resources Department by Wednesday, March 6, 2019 (1700 PST) to:

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

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.

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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