



Employment Opportunity

Black Wolf Bistro – Counter Attendant

Competition #: 4N24-025
Wage: \$21.00 per hour
Hours of Work: Permanent Full-Time
Location: Whitehorse, Yukon

The Counter Attendant is responsible for providing the renowned exceptional customer service Air North is famous for and ensuring the smooth operations of our grab-and-go food service counter. Your main role will involve assisting customers in selecting food and beverages, ensuring customer satisfaction, handling inquiries, complaints, and transactions while maintaining cleanliness and upholding the food safety standards.

Why work for us?

- Set the pace for our travelers as they embark on their journey
- Flight benefits for you and your family on Air North and over 75 international airlines!
- Employer paid health & dental benefits
- Group RRSP investment options
- Fuel discounts with our subsidiary company – Chieftain Energy
- Opportunities for advancement in your career
- Feeling of giving back to the community

What does this role involve?

- Provide friendly and efficient customer service by greeting customers, offering assistance and answering inquiries about the products and menu options
- Accurately process all orders and monetary transactions in the Point of Sale (P.O.S.)
- Prepare and assemble grab-and-go food and beverage items, such as, sandwiches, salads, snacks, beverages, and other menu offerings, according to established recipes and guidelines
- Develop a thorough understanding of menu items and ingredient lists to be able to answer questions regarding food allergies and dietary restrictions
- Clean and sanitize counter and dining areas such as: displays and glass showcases, kitchen appliances and working surfaces, tables, chairs and other high-touch surfaces
- Restock coffee stations, displays and refrigerators when required, ensuring they are organized and that food items are labelled properly
- Follow the legal rules of serving liquor in accordance to the Yukon Liquor Corporation
- Follow all safety regulations laid out by local and federal health authorities, Air North, YG Aviation Branch and Transport Canada
- Be part of the BWB team presenting a clean, organized and efficient bistro with a reputation for delicious food!

What are the requirements for this role?

- Minimum Grade 12 diploma or equivalent
- Minimum 3 years of experience in customer service, hospitality, or food service
- Experience handling cash and processing payments using a POS system
- Food Safe Level 1 certification an asset
- Valid Class 5 Driver's License with a clean abstract
- Strong communication and interpersonal skills
- Excellent English verbal and written abilities are essential
- Able to consistently exhibit an energetic, friendly and enthusiastic attitude
- Ability to multitask and change priorities in a busy work environment.
- Able to obtain and retain a Transport Canada Restricted Area Identity Card (RAIC)

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- Must successfully pass both Airside Vehicle Operator's Permit (AVOP) and Radio Operator's Certificate (ROC-A) written exams within 60 days of employment. Completion of AVOP certification required within 90 days of employment.
- Must be physically fit (able to bend, kneel, crawl, stoop, climb, and lift up to 70lb repetitively)
- Must be a Canadian citizen, Permanent Resident or show proof of right to work in Canada

How to Apply:

Quoting competition #4N24-25, please submit your resume and cover letter to the HR Department: careers@flyairnorth.com

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 qualified candidates selected for an interview will be contacted.

Air North is committed to employment equity and welcomes applications from diverse and underrepresented groups. If you require assistance and/or a reasonable accommodation during the application or recruiting process, please contact careers@flyairnorth.com.

Air North, Yukon's Airline 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 450+ employees.

