



## Employment Opportunity

### Passenger Service Agent

**Competition #:** 4N17-101

**Wage:** \$15.27 per hour (or commensurate with experience)

**Hours of Work:** Permanent Part-time (20-34 hours per week)

**Location:** Vancouver International Airport (YVR)

**Closing Date:** Until Filled

It's about meeting great people every day. Air North, Yukon's Airline Passenger Service Agents 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 assist 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 experience.

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.

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

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#### 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

- Minimum Grade 12 diploma or equivalent
- Required to maintain a valid Restricted Area Identification Card (RAIC)
- Be physically fit (able to lift up to 70 pounds repetitively and lift highback chairs)
- 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
- Preference will be given to those who can speak Spanish

#### How to Apply

Please submit your resume and cover letter to the Human Resources Department:

Email: [careers@flyairnorth.com](mailto: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 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 600+ employees.*