



Employment Opportunity

Passenger Services Agent (Check-In)

Competition #: 4N23-003

Wage: \$21.00 per hour

Hours of Work: Permanent Full-Time **Must be available for Mornings/Afternoons/Evening**

Location: Whitehorse, Yukon

Under guidance from the PSA Lead, this position will be responsible to assist passengers while in the terminal building with duties including check-in, baggage drops and boarding. The PSA role requires excellent customer service skills, problem solving ability, computer aptitude, superior safety awareness and readiness for physical duties such as lifting baggage and assisting passengers. As one of the frontline employees representing the Company, a professional attitude and positive mindset is key to success in this position.

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?

- Greeting passengers and issuing tickets
- Assisting passengers with boarding and disembarking the aircraft
- Handling passengers' luggage
- Ensuring all activities are following safety regulations laid out by Transport Canada
- Communicating with other departments
- Operating passenger loading jet-way bridge (passenger walk way)
- Providing our award-winning customer service throughout all our daily interactions

What are the requirements for this role?

- Grade 12 High School Diploma or equivalent
- Valid driver's license
- Must be able to obtain and retain a Transport Canada Airport Restricted Area Identification Card (RAIC)
- Effective conflict resolution and problem-solving skills
- Be physically fit (able to lift up to 70 pounds repetitively)
- **Must be available to work shift work, split shifts, weekends and holidays – hours of work depend on operational requirements**
- Must be a Canadian citizen, Permanent Resident or show proof of right to work in Canada

How to Apply:

Quoting competition #4N23-003, 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 accommodations@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.

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