



# POSITION VACANCY ADVISORY

<b>POSITION: CUSTOMER SERVICE AGENT</b>	<b>LEVEL: AS PER THE UNIFOR COLLECTIVE AGREEMENT</b>
<b>STATUS: PART TIME</b>	<b>REPORTING TO: STATION MANAGER, YEG</b>
<b>REFERENCE #: C641174</b>	<b>DATE AVAILABLE: IMMEDIATELY</b>
<b>LOCATION: EDMONTON</b>	<b>CLOSING DATE: JUNE 13, 2022</b>
<b>DEPARTMENT: CUSTOMER SERVICE</b>	<b>COMPANY: BRADLEY AIR SERVICES</b>
Canadian North is an equal opportunity employer. Members of designated groups (Inuit, First Nations, Métis, Women, Visible Minorities, and People with Disabilities) are encouraged to apply and self-identify.	

Interested candidates may submit their resumes to [recruit@canadiannorth.com](mailto:recruit@canadiannorth.com). Please include the reference number and position in the subject line. We thank all applicants for their interest, however, only candidates selected for interviews will be contacted

## DUTIES AND RESPONSIBILITIES:

*Must be able to perform, but not be limited to, the following duties and responsibilities:*

- Process passengers;
- Make reservations;
- Compute fares;
- Disseminate information;
- Respond to travel agency inquiries;
- Assist passengers with mobility and special needs;
- Issue tickets and process sales reports for deposit;
- Assemble, control and transmit reservations and passenger data;
- Maintain records as required;
- Process baggage;
- Process claims for damaged or missing baggage;
- Record flight arrival and departure times;
- Conduct radio communications with the aircraft;
- Provide load data;
- Assist the Cargo/Ramp Attendant if so required with the processing of carry-on baggage, placement of cones etc, would not be required to load plane;
- Perform other duties and functions related to the foregoing;
- Other duties as assigned.

## SKILLS AND QUALIFICATIONS:

*Include, but not limited to, the following minimum skills and qualifications:*

- High school diploma or equivalent related experience;
- 1 year of customer service experience;
- Possess a working knowledge of Sabre System and knowledge of passenger check-in and baggage handling would be an asset;
- Possess a knowledge of passenger check-in and baggage handling;
- Must be familiar with all aspects paperwork/documentation for all passenger service functions;
- Must possess strong communication, and interpersonal skills;
- Proven customer service skills;
- Works well in team environment;
- Experience in handling passengers with mobility needs;
- Must be adept at handling multiple tasks, and prioritizing duties;
- Willing to assist in all areas of passenger services;
- Ability to communicate in Inuktitut a definite asset;
- Ability to obtain and retain an Airport Restricted Area Identity Card in accordance with the Airport Restricted Area Access Clearance Program regulated by Transport Canada.