

J O B P O S T I N G

DORVAL

- JOB TITLE:** PASSENGER SERVICE AGENT (PART TIME) (15-20 H/WK)
ROTATION SHIFTS, INCLUDING WEEKENDS, HOLIDAYS AND
DAYS OFF
- LOCATION:** AIR CREEBEC INC. - DORVAL, QUEBEC
- REQUIREMENTS:**
- SPEAK AND WRITE ENGLISH AND FRENCH;
 - CREE LANGUAGE AN ASSET;
 - CANADIAN CITIZENSHIP TO OBTAIN PIERRE ELLIOTT TRUDEAU INTERNATIONAL AIRPORT PASS;
 - MUST HAVE OWN VEHICLE AND A VALID DRIVER'S LICENSE;
 - SHOULD POSSESS EXCELLENT COMMUNICATION CUSTOMER SERVICE AND COMPUTER SKILLS;
 - HANDLE MULTIPLE TASKS SIMULTANEOUSLY;
 - MUST REPORT TO WORK ON A TIMELY BASIS;
 - WORK OVERTIME ON SHORT NOTICE IN EMERGENCIES OR WHEN OPERATIONALLY NECESSARY;
 - EXPERIENCE IN THE USE OF COMPUTERIZED RESERVATION SYSTEM IS CONSIDERED AN ASSET;
 - A DIPLOMA IN TRAVEL AND TOURISM AND/OR EXPERIENCE IN THE TRAVEL INDUSTRY IS DESIRABLE;
- MAIN RESPONSIBILITIES:**
- ANSWER TELEPHONE ENQUIRIES, PROVIDE INFORMATION TO CUSTOMERS ON FARES, FLIGHT SCHEDULES AND ROUTES;
 - ISSUE TICKETS, PREPARE BOARDING PASSES, COMPLETE AEROPLAN FORMS, CHECK BAGGAGE, ATTEND BOARDING GATES;
 - WEIGH EXCESS BAGGAGE AND CALCULATE COSTS, COMPLETE PASSENGER MANIFESTS, DAILY SALES REPORTS AND OTHER DOCUMENTS REGARDING PASSENGER AND CARGO LOAD;
 - TRACE LOST, DELAYED OR MISDIRECTED BAGGAGE FOR CUSTOMERS;
 - RELAY OPERATIONAL MESSAGES TO OPERATIONS CONTROL DEPARTMENT;
 - ATTEND GENERAL/TEAM MEETINGS;
 - ATTEND TRAINING POSSIBLY AT ANOTHER AIR CREEBEC BASE;
 - ASSIST OR PUSH WHEELCHAIR PASSENGERS;
 - ORDER MEALS;
 - CHECK-IN AND ARRIVALS FOR CHARTER FLIGHTS AT FBO;
 - CHECK SECURITY AND D/A PASSES AT FBO ACCESS POINTS;
 - SUBMIT SMS REPORTS AND TRANSPORT CANADA REPORTS IF REQUIRED;
 - CHANGE STOCK WHEN NEEDED;
 - EXTRA DUTIES AS REQUIRED DUE TO CHANGES IN FLIGHT OR MAINTENANCE OPERATIONS, TC REGULATIONS, ADM REGULATIONS, WEATHER AND OTHER SITUATIONS THAT MAY ARISE OVER TIME.
- CLOSING DATE:** **MONDAY, OCTOBER 23, 2017 (4:30 p.m.)**

ALL INTERESTED CANDIDATES PLEASE SUBMIT YOUR LETTER AND CV TO:

AIR CREEBEC, HUMAN RESOURCES
P.O. BOX 430
VAL-D'OR, QC J9P 4P4
FAX: 819-825-1157
EMAIL: rh@aircreebec.ca