

# **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.

ALL INTERESTED CANDIDATES PLEASE SUBMIT YOUR LETTER AND CV TO:

AIR CREEBEC, HUMAN RESOURCES  
FAX: 819-825-1157  
EMAIL: [rh@aircreebec.ca](mailto:rh@aircreebec.ca)

