



BULLETIN FOR VACANCY - L.O.U. 16 Customer Service Training - Airports

Date of Issue: July 22, 2016

Attention : All full-time agents with a Minimum of 3 years at Airports

Assignment : Customer Service Training Instructor

Effective Start date: August 29, 2016

Duration : Valid for a period up to 24 months

Location : YYZ Airport

This position is in accordance to the Letter of Understanding No. 16 of the Air Canada/Unifor Collective Agreement.

We are seeking a motivated person to work with the current ATW Airports Training Team, to facilitate Web and classroom training as well as “On the Job Training”.

General Job Description:

- Give web/classroom training, related to operational techniques and/or interpersonal skills.
- Give “On the Job Training” and/or coaching as required by the operation.
- Participate in various training related activities: meetings, conference calls, workshops, etc. as required.
- Provide feedback on training materials.
- Evaluate performance of trainees and provide them with timely feedback/coaching.
- Request feedback from colleagues / Training Delivery Manager –Sales & Service.
- Provide feedback to colleagues / Training Delivery Manager –Sales & Service.
- Compile, provide data and statistics related to Customer Service training.



General Requirements:

- Minimum of 3 years at the Airport
- Show excellent interpersonal skills
- Sound technical knowledge of RESIII and Qik-check
- Knowledge of Domestic, Trans-border and International ticketing an asset
- Computer knowledge and skills in Excel, Word, Power Point etc. would be considered an asset
- Strong planning and organizational skills
- Strong verbal and written communication skills in English. French would be an asset.
- Ability to work well with minimal supervision within set deadlines
- High flexibility to different work schedules and/or assignment changes, when needed.
- Ability to work under stress and tight timelines
- Strong skills to solve work problems and conflicts would be considered an asset
- Strong time management skills
- Satisfactory personal record and work performance
- Be a team player
- Be positive, proactive, motivated and enthusiastic
- Training background is an asset

If you are interested in this position, we would like to hear from you. Complete a memo with:

- your name
- employee number & seniority date
- telephone number (home, cell or work)

Forward your application to **Sabrina Lambert, Training Delivery Manager – Sales & Service** (ZIP 3229) or email your details to: sabrina.lambert@aircanada.ca

A copy must also be forwarded to the Unifor District Chairperson YYZ Airport

To be considered for this position, applications must be received
no later than **August 5, 2016**

The positions will be filled on:

- Qualifications
- Successfully passing the interview
- Successfully delivering a course 10 to 15 minutes in length - course outline to be given prior to the interview
- Seniority

The position will be filled by the most senior applicant who possesses the required qualifications.