

Luggage Agent

(Rotational Position / Accommodations Provided / Flights Provided)

Closing Date: April 19, 2018 or when suitable applicant is selected

Executive Flight Centre (EFC) has been setting standards in aviation fuel and service for over forty years. Headquartered in Calgary, with operations in both Alberta and British Columbia, EFC offers a diverse range of aviation services to meet the needs of airport users. EFC also offers additional expertise and services to customers throughout Western Canada in the areas of Airport / Aerodrome Services and Aviation Real Estate Development. Our vision is to provide an excellent quality of service to all customers in the Aviation Industry by focusing on Safety, Quality, Consistency and Customer Service.

Our Albian Aerodrome location is seeking an experienced Luggage Agent to support our diverse operations. This position is a rotational camp position with a four (4) day on and three (3) day off schedule. Flights and accommodations are provided.

Main Functions:

The Luggage Agent supports all luggage handling and customer service operations in a safe and efficient manner. The Luggage Agent reports to the Customer Service Lead.

Responsibilities:

- Perform luggage handling and customer service responsibilities according to the EFC corporate standards, including:
 - Transport luggage from/to lodging camp and aerodrome;
 - Load and unload luggage from aircraft;
 - Ensure correct luggage loading information is reported, including any ballast concerns;
 - Process missing/damaged luggage and incident reports as required;
 - Troubleshoot issues within the luggage handling process; and
 - Perform audits on handling, safety and security as required.
- Perform Customer Service Agent duties as required, including assist in preparing for all flight check-in, boarding and deplaning activities.
- Perform ramp services operations as required.
- Ensure all customer complaints are addressed and handled professionally, leaving the customer with a positive resolution.
- Provide services after hours on an on-call/as-needed basis.
- General support activities related to Aerodrome Operations.
- Maintain a tidy and orderly work area, exhibiting pride in work performance and contributing to a healthy and safe work environment.
- Ensure exceptional, courteous and respectful customer service through compliance and participation in EFC's Step Up to Customer Service Program.
- Comply with and participate in EFC's Health & Safety and Quality programs and initiatives.
- Perform any other duties as required.

Qualifications and Experience:

- High School Diploma.
- Previous experience in the aviation industry in a similar role would be preferred.
- Minimum of one year customer service experience.
- Valid class 5 driver's license and clean Driver's Abstract. No restrictions permitted.
- Able to meet all required pre-employment and site access screening including, but not limited to; Construction Safety Training System (CSTS), Site Safety Orientation and Drug & Alcohol test.
- EFC and CNRL required theoretical and practical training (i.e. WHIMS, AVOP, DG Cargo, etc.).
- EFC on the job training for Ramp, Ground Handling and Passenger Services Operations policies, procedures and practices.
- Knowledge of Microsoft Office, Excel and Word.
- Able to effectively communicate both verbally and in writing.
- Able to deal with people sensitively, tactfully, diplomatically, and professionally at all times.
- A strong work ethic and positive team attitude.
- Able to work in inclement weather conditions, overtime and extended shifts.
- Able to lift or move up to 60 lbs.
- Highly motivated and able to work with minimal or no supervision in a fast paced environment.
- Able to multi-task and establish priorities in a dynamic and changing environment.
- Professional, punctual, and diligent.
- Able to work collaboratively as a productive member of the EFC Team.

Executive Flight Centre offers competitive compensation and a comprehensive benefits package, an incredible work environment, and career advancement opportunities. Please visit our website at <http://www.efcaviation.ca/> for a complete description of our company and to view other career opportunities.

To apply for this position, please send your resume and cover letter to careers4u@efcaviation.ca indicating the position title and location you are applying for in your subject line.

We thank all applicants for their interest in Executive Flight Centre; however, only candidates selected for interviews will be contacted.