

## Ramp Agent Level 2

**Closing Date:** April 19, 2018 or when suitable candidate is found.

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 Ramp Agent Level 2 to support our diverse operations. This position is a rotational camp position with a fourteen (14) days on and fourteen (14) days off schedule. Flights and accommodations are provided.

### **Main Functions:**

The Ramp Agent Level 2 performs all ground handling operations and supports airfield operations and customer service as required in a safe and efficient manner. The Ramp Agent Level 2 reports to the Aerodrome Lead.

### **Responsibilities:**

- Perform fuelling services responsibilities according to the EFC corporate standards, including:
  - Aircraft fuelling, de-icing, movement, placement, and storage; and
  - Fuel Movement and Quality Control;
- Perform runway friction tests and runway inspections.
- Perform ground handling and ramp services responsibilities according to the EFC corporate standards, including:
  - Marshall and chock, load and unload aircraft according to procedure;
  - Connect and disconnect AC/DC power carts and heat carts;
  - Ramp services, including operations and maintenance of various types of ground service and light equipment;
  - Housekeeping; and
  - Groom aircraft, including lavatory and potable water.
- Ensure compliance with all legislative, industry and customer standards including Transport Canada, Occupational Health and Safety and CNRL's safety and site regulations.
- Direct passengers on the apron as instructed by passenger service agents;
- Assist with runway and field maintenance, primarily on the apron and around the building entrances, for snow clearing and light field maintenance duties as required.
- Track and maintain inventory levels of runway chemical, deice chemical, sand, field maintenance stores (wafer, spacer, runway lights, etc.).
- Function as Flight Lead and assist Customer Service Agents and/or Luggage Agents as needed.
- 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 aviation Ramp Agent/Aerodrome operations experience.
- Previous aviation fuelling experience is preferred.
- 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) and Drug & Alcohol test.
- EFC and CNRL required theoretical and practical training (i.e. WHIMS, AVOP, DG Cargo, TDG, etc.).
- EFC on the job training for Ramp, Ground Handling and Fuel 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](mailto: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.*