

## **Position Available**

MAY 6, 2022

### **JOB INFORMATION**

Job Title: Customer Service Representative, Passenger Service

Location: Vancouver International airport, Richmond, B.C., CANADA

Job Status: Non-Exempt, Full-Time

### **DUTIES AND RESPONSIBILITIES**

This position is responsible for supporting and coordinating passenger service operations on a daily basis and for supervising contractors under ANA's handling requirements and contract, providing review and information to Management.

1. Perform and oversees departure handling, arrival handling, and ramp duties
2. Resolve any kind of problems which may occur and any required post work as directed by Supervisor and Managers
3. Coordinate with other airlines, government authorities, etc. to ensure effective relationships
4. Support supervisors and management during any flight irregularity
5. Cover for other staff (including other stations, when requested by management)
6. Perform any other administrative functions as directed by Supervisors and Managers
7. Perform any other sales supportive functions as directed by General Manager
8. Assist Supervisors and Managers in coordinating all flight operations and activities
9. Assist in the decision-making process regarding the safety of flight operations
10. Review and briefing crews concerning flight plans and all related information
11. Coordinate ANA personnel and contractors responsible for fuel distribution, aircraft maintenance, load instruction, and aircraft weight and balance
12. Ensure all regulations concerning operations are enforced and updated

## **SPECIFIC QUALIFICATIONS**

1. Eligible to work in CANADA (No visa sponsorship provided)
2. Excellent interpersonal and organization skills
3. Professional presentation and excellent customer service skills
4. Experience in passenger service is strongly preferred
5. Willing to work any hours/shifts/holidays/weekends
6. Bilingual (Japanese / English) preferred
7. Understanding in diverse cultures
8. Proficiency in MS office
9. Required completion of Covid-19 vaccination

## **HOW TO APPLY FOR A JOB**

If you are interested in applying for the position, please send the following information with a cover letter and resume to [ml\\_prj\\_anayvr@fly-ana.com](mailto:ml_prj_anayvr@fly-ana.com)

Please be advised that ANA will contact qualified candidates ONLY.

The interview will be done at YVR Airport office.

Your resume and cover letter should include the following information:

1. Name, Address, Phone Number, Email Address
2. Position you are applying for
3. Education history
4. Employment history
5. Salary requirements