

Position Available

SEP 19, 2023

JOB INFORMATION

Job Title: **Supervisor** of Passenger Service

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

Job Status: Non-Exempt, Full-Time

Summary: This position is responsible for supervising staff in guiding contracted companies' abilities to perform and uphold their assigned duties to run efficiently through a close monitoring of service levels in order to ensure productive, efficient, and profitable operations.

Essential Duties and Responsibilities:

1. Supervise all aspects of the operation at the airport
2. Supervise operational needs and monitoring that all staff are properly following company procedures as directed by managers
3. Perform any other supervisory functions as directed by Managers
4. Assist Managers in ground operations
5. Responsible to oversee and monitor all aspects of the flight turnaround
6. Review contracted expenses for accuracy and submitting for payment within specified deadlines
7. Ensure that Staff is updated of all changes in procedures
8. Coordinate with Tokyo headquarters for resolutions of recurring service problems or irregularities
9. Use independent discretion to make decisions based on the Company's needs
10. Perform any other functions necessary to ensure smooth, timely and safe operations
11. Participate in performance review and contribute to the personnel decision-making process (i.e. hiring, performance evaluations, salary, promotions, termination, etc.).

Competency:

To perform the job successfully, an individual should demonstrate *the following competencies*.

Problem Solving - Identifies and resolves problems in a timely manner; Works well in group problem solving situations.

Project Management - Completes projects on time and budget.

Technical Skills - Strives to continuously build knowledge and skills; Shares expertise with others.

Customer Service - Responds promptly to customer needs; Responds to requests for service and assistance; Meets commitments.

Interpersonal - Maintains confidentiality.

Oral Communication - Participates in meetings.

Team Work - Balances team and individual responsibilities; Contributes to building a positive team spirit.

Written Communication - Writes clearly and informatively; Able to read and interpret written information.

Business Acumen - Demonstrates knowledge of market and competition.

Cost Consciousness - Develops and implements cost saving measures.

Diversity - Shows respect and sensitivity for cultural differences; Promotes a harassment-free environment.

Ethics - Works with integrity and ethically.

Organizational Support - Follows policies and procedures; Supports organization's goals and values.

Strategic Thinking - Develops strategies to achieve organizational goals.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction.

Initiative - Seeks increased responsibilities; Asks for and offers help when needed.

Innovation - Meets challenges with resourcefulness.

Judgment - Makes timely decisions.

Motivation - Measures self against standard of excellence.

Planning/Organizing - Uses time efficiently; Sets goals and objectives.

Professionalism - Treats others with respect and consideration regardless of their status or position.

Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience:

- Bachelor's Degree required.
- At least Five years of related customer service experience required, preferably with a background in passenger service, traffic, baggage, and/or cargo operations.
- Experience in the Airline/Travel industry strongly preferred.
- Or any equivalent combination of education and experience.

Language Ability:

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Math Ability:

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

Reasoning Ability:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills:

To perform this job successfully, an individual should have knowledge of Word Processing software and Accounting software.

Supervisory Responsibilities:

Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly exposed to work near moving mechanical parts. The employee is frequently exposed to wet or humid conditions (non-weather); fumes or airborne particles; outdoor weather conditions; extreme cold (non-weather) and extreme heat (non-weather). The employee is occasionally exposed to work in high, precarious places; toxic or caustic chemicals and risk of radiation.

The noise level in the work environment is usually loud.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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ANA Vancouver branch
Hiring Manager

The employee must frequently lift and/or move up to 25 pounds. While performing the duties of this Job, the employee is regularly required to stand; walk and talk or hear. The employee is frequently required to sit; use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to stoop, kneel, crouch, or crawl.

SPECIFIC QUALIFICATIONS

1. **Eligible to work in CANADA (No visa sponsorship provided)**
2. Willing to work any hours/shifts/holidays/weekends
3. Bilingual preferred
4. Understanding in diverse cultures

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

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
6. When you can start working