

July 6th, 2026
ANA Vancouver branch
Hiring Manager

Position Available

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JOB INFORMATION

Job Title: **Passenger Service Customer Service Representative**
Location: Vancouver International airport, Richmond, B.C., CANADA
Job Status: Non-Exempt, Full-Time
Department: Passenger Service

Summary:

This position is responsible for 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. Perform any customer service functions as directed by Supervisors and Managers
2. Assist Supervisors and Managers in all aspects of the operations at the airport, which include departure, arrival and ramp
3. Prepare training materials, training Staff as necessary
4. Resolve any kind of problems which may occur and any required post work as directed by supervisor and managers
5. Support supervisors and management during any flight irregularity
6. Cover for other Staff (including other stations, when requested by management)
7. Prepare reports as necessary, including monthly statistical reports to be presented at Airport Staff meetings
8. Perform any other administrative functions as directed by Supervisors and Managers
9. Assist Flight Operations Coordinators, Supervisors and Managers in conducting all flight operations duties
10. Assist the decision-making process regarding the safety of flight operations
11. Assist Flight Operations Coordinators, Supervisors and Managers regarding the implementation and observance of emergency plans by all Staff and contractors
12. Perform any other functions as directed by Flight Operations Coordinators, Supervisors and Managers

Prior to assigning these duties, necessary training will be provided by the Company.

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.

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.

SKILLS AND QUALIFICATIONS

- 1. Eligible to work in CANADA (No visa sponsorship provided)**
2. Excellent interpersonal skills
3. Professional presentation and excellent customer service skills
4. Excellent English written and verbal communication skills
5. Willing to work any hours/shifts/holidays/weekends
6. Bilingual preferred
7. Three years of experience in the Airline/Airline's ground handling company/Travel industry required.
8. Understanding in diverse cultures

PAY RANGE

S1 Account Representative: C\$40,000-48,000 (Depends on experience)

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 arranged at YVR ANA city 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. Date you will be available for work