



August 3, 2017

AIRPORT VACANCY NOTICE: L.O.U. 22- TWO (2) FULL TIME LEAD CUSTOMER SALES & SERVICE AGENTS

Customer Service Bulletin # 32/2017.

Vacancy Location: Toronto Airport

Attention: Customer Sales & Service Agents at Toronto Airport.

Number of Vacancies & Status: Two (2) Full-Time Lead Customer Sales and Service agents (LOU 22).

Closing Date: All transfer requests must be received no later than **August 16, 2017** on the Unifor eTransfer Tool on: *ACaeronet at HR Connex>eHR Kiosk>Unifor eTransfer> Submit a Transfer Request.*

Rate of Pay: In accordance with the current Air Canada – Unifor Collective Agreement.

Eligibility: To be considered for the vacancy, employees must:

- Have completed the probationary period as prescribed in Article 9, in accordance with Article 12.05
- Have a satisfactory record of employment including attendance
- Possess the qualifications of a Customer Sales & Service Agent
- Pass a qualifying written examination (80% or more) and structured interview (70% or more).

Selection: Selection for any Lead or relief Lead vacancy will be made from a pool of six (6) to eight (8) candidates that will be comprised of the most senior eligible candidates from among those eligible employees who apply to be a Lead or relief Lead agents. The Company will have sole discretion to select incumbents from the pool of six (6) to eight (8) qualified candidates.

Remarks: The Company will fill the appropriate Lead Agent vacancies with qualified Agents within the same status and location. If the Company is unable to fill a vacancy for the Lead Agent work function with a qualified agent within the same status and location, the Company may action the transfer list according to Article 12 subject to the employee having indicated on their transfer request their desire to occupy the appropriate Lead Agent work function. Their ability to transfer under Article 12 requires the employee to possess the required qualifications.

When the Company actions the transfer list according to Article 12, Lead qualified employees remain subject to L22.03.02 and L22.03.03 including the requirement to pass the structured interview for the existing vacancy. Employees that are permanent Leads will not be required to pass the structured interview for the existing vacancy.

