



August 21, 2017

AIRPORT VACANCY NOTICE: L.O.U. 16 PROCESS & PROCEDURE BAGGAGE COORDINATOR

Customer Service Bulletin # 34/2017.

Vacancy Location: YYZ (3111 Convair Drive) or YUL (7373 Blvd Cote-Vertu).

Closing date: September 1st, 2017.

Attention: All full-time Customer Sales & Service Agents at Toronto Airport.

Number of Vacancies & Status: One Full-Time position – with a Minimum of 2 years' experience as a Customer Sales and Service agent.

Assignment: Process & Procedures Baggage Coordinator.

Effective date: Start date September 15, 2017.

This position is in accordance to the Letter of Understanding No. 16 of the Air Canada/Unifor Collective Agreement.

We are seeking a motivated individual to be part of the Customer Service Development team who will support all baggage related processes and procedures, including follow ups and coordination of day to day operations.

In this position, you will be required to provide subject matter expertise or seek it when required from various sources in order to improve out front line staff's understanding of existing baggage functionality, processes, policies and procedures. You will be working closely with the Baggage Services team to improve and bridge gaps that may exist today and to communicate processes.

Our goal is to provide a seamless Airport experience to our customers from the moment they check-in to the moment they claim their bag at the carousel. This LOU position is pivotal in ensuring that we are optimizing our baggage processes

and that all relevant content and processes are communicated extremely well and effectively.

This position reports to the Manager, Customer Service Process & Procedures Development.

General Job Description:

- Review and update policies and procedures in ACpedia.
- Liaise with various departments to obtain information to answer queries and concerns from front line employees, managers, and other departments and provide feedback and expertise on baggage handling processes.
- Liaise with customers as required.
- Develop communication to front line staff on policy and procedural changes related to baggage policies.
- Write policies and procedures in a clear and concise manner integrating our flight path.
- Write articles for Destinations, HDQ news, Baggage Express, Yammer and other communication channels as required.
- Shift cycle: 5X2 rotation, 40 hours per week (weekends/evenings may be required).

General Requirements

- Excellent writing skills
- Excellent verbal communication skills
- Excellent interpersonal skills
- Excellent customer service skills
- Demonstrate superior knowledge of baggage policies and procedures
- Comfortable using basic office tools (i.e. e-mail, Word, Excel, internet).
- Demonstrate good knowledge of QIK CHEK
- Knowledge of SmartSuite application an asset
- Basic knowledge of Call Centre procedures an asset
- Ability to work with various employees, across functions and branches
- Demonstrate facilitation and presentation skills
- Self-motivated to expand knowledge of customer service excellence through additional research
- Ability to travel when required
- Bilingual in English and French preferred

Qualities

- Experience in updating ACpedia content related to airport and call centre policy and procedures would be considered an asset.
- Basic knowledge of World Tracer and below the wing policy and processes would be considered an asset.
- Customer Service ambassador
- Nature role model and leader among their peers



- High energy with positive and proactive outlook
- Self-sufficient, able to work without supervision
- Structured and disciplined
- Highly flexible and adaptable
- Good problem solving and conflict resolution skills
- Good time management skills
- Motivated and enthusiastic team player
- Excellent time and attendance record

Selection Process:

If you are interested in this position, we would like to hear from you.

Complete a Memo form with your name and seniority date and forward it to:

Allison Bouchard, Manager, Customer Service Process & Procedures Development – Airports, YWG zip 3883, with a copy to the Unifor District Chairperson on or before September 1st, 2017.

The position will be filled on the basis of:

- The most senior qualified agent who passes the written exams and structured interview.
- Passing mark of 80 percent.

