

Passenger Services Agent

Reporting to the Project Managers, the position of Passenger Services Agent consists of Det'on Cho Logistics (DCL) front line contact and communication with our client(s).

This includes process of passengers' flights while administering the necessary entries into the DCL passenger management system and following Det'on Cho Logistics policies, safe work plans and job hazard analyses.

Tasks

- Coordinate the safe passenger movement on behalf of our client(s) passenger charters to their respective operations.
- Prepare passenger manifests and boarding passes
- Check in and board passengers
- With paramount accuracy complete passenger final manifests for all outbound flights.
- Provide completed manifests to the flight crews and site passenger services as per the DCL policy and procedure.
- Clearly communicate flight and boarding times
- Direct passengers with oversized and heavy baggage to the oversized baggage area.
- Communicate and update passengers regarding flight delays or cancellations flight derived from the information received from the carrier and site travel teams.
- Always maintain positive communications with the site passenger service team.
- Enforce client policies and procedures including but not limited to oversized baggage and winter gear.
- Use judgement whether or not the passenger is fit for work and be prepared to deny check in and travel to workers you may feel are breaking our client(s) drug, alcohol and travel policies
- Report to the projects and operations management team concerns resulting from policy and procedure enforcement, flight delays and in general issues that may have arisen from this often challenging and fast paced environment.

- Assist the Data Entry and Detailed Receiving team when not required for flight management.
- Provide constructive feedback on DCL policies and procedures, job hazard analyses and safe work practices for review by the management team for revision
- Participate in morning safety meetings and provide positive feedback to your fellow team members as per the DCL safety policies and procedures.
- Work with all staff to ensure that the workplace housekeeping is kept equipment is working properly and that items and resources required to perform job functions is stored in a safe and secure manner.
- Det'on Cho Logistics (DCL) is a customer driven organization that prides itself in outstanding client care that may be considered above and beyond our normal contract requirements. It is important to DCL stakeholders and management team that our employees' culture coincides with the management philosophies. Employees may be requested from time to time to work in other areas of the business during peak times or to cover absent colleagues. The management teams' expectation is that the employee undertakes such requests in a positive and team orientated nature.

Qualifications and requirements

- Grade 12 or equivalent
- Completion of company orientation package
- Valid Northwest Territories class 5 drivers licence
- Ability to obtain and retain a Transport Canada Security Red Pass and Driver airside (D/A)
- Ability to use logic and reason to identify the strengths and weaknesses of alternative solutions;
- Solid computer skills, including proficiency in full Microsoft office
- Progression to supervisory positions is possible with additional training or experience

Competencies (in order of importance)

- Integrity — Job requires being honest and ethical.
- Attention to Detail — Job requires being careful about detail and thorough in completing work tasks.
- Dependability — Job requires being reliable, responsible, and dependable, and fulfilling obligations.
- Cooperation — Job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude.

- Self-Control — Job requires maintaining composure, keeping emotions in check, controlling anger and avoiding aggressive behavior, even in very difficult situations.

Lines of communication

- The position of Passenger Services Agent directly reports to the Project Managers and Lead hands, however may be requested frequently to perform duties by the Management team

Working conditions

This position and requires the employee to work in a fast paced customer driven environment taking direction from a variety of sources. This position is full time forty hours (40) hours per week. Some tasks require exposure to extreme cold/hot weather. Operating warehouse and yard equipment including pallet jacks, counter balance forklifts and loading and lifting boxes up to fifty (50) pounds is a requirement for this position.

Applicants should possess the ability to multitask and work in high volume, fast paced environment.

Det'on Cho Logistics offers full support and commitment from our management team as well as a rewarding and exciting work environment. Our compensation package includes a competitive salary and benefits, as well as participation in pension benefits.

If you are a self-motivated achiever with a desire to join a locally owned, growing, and vibrant Company, a career with Det'on Cho Logistics may be just what you've been searching for. To apply for this position, forward your resume and references to:

Passenger Services Agent

PO Box 2608

Yellowknife NT X1A 2P9

Email: hr@detoncho.com

Fax: 867-873-6984