



Bilingual Customer Service Specialist (Facilitator) - YWG Airport

The Paladin Difference starts with our team. We are committed to being Curious, Accountable, Respectful, and Exceptional, and making the world a safer and friendlier place because we CARE! If this sounds like a team that you'd like to join, we want to meet you!

Why Paladin?

Paladin Airport Security Services (PASS) has a diverse workforce. We believe in and are committed to a workplace culture of respect, inclusion, and diversity.

- You receive top industry wages
- You have the opportunity to advance and grow your career
- You receive comprehensive benefits

Job Description

We are currently hiring full-time Facilitators based out of Winnipeg Airport.

What do Facilitators do?

With your commitment to providing exceptional customer service and ability to communicate in both English and French, you will support a positive passenger experience by:

- Proactively identifying opportunities to assist passengers through the screening process
- Understanding and communicating CATSA Standard Operating Procedures (SOP'S) to passengers in both English and French
- Utilizing your bilingual (French/English) skills to communicate with passengers throughout the entire screening process in the passenger's preferred language
- Providing support to passengers who require assistance due to special needs such as mobility or hearing/vision loss
- Offering physical support of passenger belongings where required
- Understanding and facilitating the screening process for passengers travelling with sacred or spiritual items and ensuring the screening process is accommodated in accordance with CATSA SOP
- Liaising closely with the checkpoint team of Screening Officers and Managers to deliver exceptional customer service
- Building, maintaining and delivering understanding of diversity and inclusion principles and cultural awareness

What you bring to PASS:

Demonstrated experience working in a fast-paced customer facing role for a minimum of 1 year

- Fluent in French and English
- Experience working under pressure in a heavily regulated environment
- Exceptional ability to communicate simply, clearly and effectively with diplomacy
- Ability to deliver exceptional customer service while demonstrating empathy and active listening skills
- Ability to understand and describe the screening process to passengers as required
- Experience adapting to customer needs and providing effective solutions or options where appropriate



- Experience or knowledge of Accessible Transportation for Persons with Disabilities Regulations (ATPDR), Official Languages Act (OLA), American Sign Language (ASL), and familiarity with principals of diversity and inclusion / cultural awareness are all considered to be strong assets
- Physical ability to support passengers with reduced mobility and their belongings
- Physically able to stand and walk for extended periods
- High School Diploma/GED
- 18 years or older
- Canadian Citizen or Permanent Resident
- Ability to obtain Transport Security Clearance and other advanced clearances as required
- Open availability to work any required shift in a 365, 24/7 environment

Apply easily online at: <https://paladinairportsecurity.com/careers>

Additional Information

Thank-you for your interest in working with PASS! Candidates selected to progress in the selection process will be contacted by email.

The creation of multiple profiles and/or applying for the Pre-Board Screening Officer role more than once in a 6-month period will result in automatic disqualification.

Benefits

Paladin Airport Security Services Ltd. ("PASS") has a diverse workforce. We believe in and are committed to a workplace culture of respect, inclusion, and diversity. Paladin Airport Security Services Ltd. ("PASS"). is committed to providing accommodation for people with disabilities through the interview process and while employed. If you require accommodation during the interview process, please let us know and we will work with you to meet your needs