



## CAREER OPPORTUNITY PROGRAM

### POSITION TITLE: SPECIAL SERVICE AGENT

**Department: YYC / 253**  
**Location: Calgary, AB**

**Posting Date: July 9, 2010**  
**Inquiry Deadline: July 16, 2010**

**SUMMARY:** Responsible for assisting and transporting airline passengers requiring wheelchair assistance at the Airport as well as escort unaccompanied minors to and from flights. Special Service Agent provides wheelchair and escorting assistance to persons with disabilities or other special requirements.

**ESSENTIAL DUTIES AND RESPONSIBILITIES - include the following. Other duties may be assigned.**

- Ensures a safe work environment by following all ATS rules and regulations regarding the work place.
- Have a good verbal command of the English language.
- Assist in lifting passengers requiring assistance in and out of carts, wheelchairs and/or aircraft passenger seats.
- Transport passengers in wheelchairs or electric carts to/from or within the concourses.
- Safely assist or lifting persons with disabilities in/out of wheelchairs, carts, or aircraft seats.
- Assist the customer in claiming checked luggage before assisting the passenger in a wheelchair to the curb.
- Transport passengers in wheelchairs or electric carts through Canada and US Customs and Immigration and into the terminal or gate for release or further processing for other flights as needed.
- Responsible for escorting unaccompanied minors to/from flights and/or to meet the receiving adult and verifying identification and completing appropriate paperwork.

**BACKGROUND QUALIFICATIONS:**

- Must be at least 18 years of age.
- Must be able to obtain airport security clearance which includes an extensive check of your last 5 years of employment, criminal record and residence history.
- Must possess a valid passport and be a Canadian Citizen or hold Landed Immigrant status to work in Canada.
- Must possess a valid driver's license and provide a clean driver's abstract.
- Must possess a High School Diploma or equivalent.
- Must be able to lift in excess of 46 kg in confined spaces on an occasional basis.
- Must be able to stand, lift, bend, push and pull for an extended time.
- Must be flexible to work various shifts, weekends, and irregular or split shifts.
- Required to complete the necessary airline and ATS training.

**LOCATION/SPECIFIC WORKING HOURS:**

- Calgary International Airport
- Specific shifts to be determined
- Must be able to work extended hours on short notice during non-routine operations
- Some travel may be required

ATS employees will apply directly to: <http://careers.hiretrue.com/atscanadainternal>.  
Please have your cover letter and resume ready to upload.

External candidates should apply at: [www.atsstl.com](http://www.atsstl.com).

**ATS IS AN EQUAL OPPORTUNITY EMPLOYER**