

CUSTOMER EXPERIENCE SPECIALIST: JOB DESCRIPTIONS

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JOB OVERVIEW

A Customer Experience Specialist (CES) will work as a team to deliver customer service excellence at the airport through each touch point of a customer's journey.

REGULATORY EXPECTATIONS

- ◆ Attend a briefing at the beginning of every shift – if unable due to block obligations, please contact the area Operations Manager (OM) for updates.
- ◆ Ensure your **RAIC is valid** and visibly displayed.
 - *Respect and comply to all RAIC regulations. Especially post-security: employees must have a need and right to enter the secured areas.*
- ◆ Ensure your **Dangerous Goods card is valid and always carried on your person** – TCA inspectors can ask to see it at any time.
- ◆ Air Canada employees are subject to the **Air Canada Code of Conduct** which sets out the guidelines and expectations for how Air Canada employees conduct themselves ethically within the context of their employment at Air Canada.
- ◆ Always comply with safety and security and promote respectful activities within the workplace.
- ◆ **Read and acknowledge** readership of all **ACpedia** policies and procedures bulletins by the due date.
- ◆ **Ensure to all required ADL/ATPDR/Dangerous Goods modules are completed on time.**
- ◆ **Follow all standard operating procedures (SOP)** as outlined in ACpedia and/or local process documents.
- ◆ Follow all APPR & ATPDR requirements.

CUSTOMER SERVICE STANDARDS

- ◆ Specialists are brand ambassadors and are to deliver customer service excellence; model our Flight Path:
 - **Our Ambition** – to be a Top 10 Global Airline in everything we do and have made a promise to our customers and to each other that we will treat everyone with 'Care & Class
 - **Our Guiding Principle** – to 'Fly Every Mile in our Customer's Shoes'
 - **Our 4-Core Behaviors**
 1. *Safety First, Always*
 2. *Win as One Air Canada*
 3. *Glowing-Hearted Hospitality*
 4. *Fly the Flag*
- ◆ **Professional Appearance**; always adhere to uniform brand standards.
- ◆ **Discretion**: limiting personal conversation to a minimum; as brand ambassadors, specialists are always on stage.
- ◆ Specialists are to adopt our customer service standards at every touchpoint throughout the terminal, pre and post security.
 - **Acknowledge the customer.**
 - Make eye contact & smile genuinely.
 - say "Hello/Bonjour, Welcome (back) to Air Canada."
 - Initiate interaction by being in front of counter / kiosk, engage with the customer.
 - Approach the Premium customer in line, do not wait for customer to come to you.
 - Acknowledge customers waiting in line with a smile, nod of the head or eye contact.
 - **Use the customer's name.**
 - Must be natural & authentic.
 - Use at least once during customer interactions.



- **Maintain eye contact & smile.**
 - To indicate you are focused on the customer and their needs.
- **Recognize customer loyalty.**
 - Mention specific tier level (E50K, E75K, SE100K, MM, Gold Star Alliance)
 - Million Mile Members must be recognized, acknowledged, and thanked.
- **Do not interrupt a customer & always give them the benefit of the doubt.**
 - Listen actively, give customer your undivided attention.
 - Do not rush trying to fix the problem until you have heard them out.
 - Never challenge a customer's situation verbally or through negative body language.
- **Take ownership, be empowered & anticipate the customer's needs.**
 - Do what is right for the customer.
 - It may not be our fault, but it is our problem.
 - Provide our customers with options.
 - 'Take action' to resolve customer issues in real time and act according to the best interest of both the customer and the business.
- **Extend a genuine and sincere apology, show empathy.**
 - A genuine and sincere apology is the foundation of the recovery process.
 - Loyalty is built on how we recover when things do not go right.
- **Use Care & Class service delivery toolkit to prioritize the customer especially those in disrupted situations using the 4 main focus points:**
 - Get the Customer Moving.
 - Creating Magical Moments.
 - Service Recovery.
 - It's not our fault, but it is our problem.
- **Return items in hand.**
 - Handing any items back to our customers in hand is a sign of Care and Class, respect, and courtesy.
- **Make a final offer of service and provide directions to Security, MLL or Gate etc.**
 - This is an opportunity to ensure we have addressed all our customers' needs before they leave our counter.
 - Do not assume that the customer is familiar with the airport.
- **Thank customer for choosing Air Canada & invite them back.**
 - Every customer should be thanked for flying with us. Our customers have a choice, and we need to express our gratitude that they have included Air Canada in their travel plans.
 - Inviting them back is a display of our glowing-hearted hospitality.
- ◆ **Tools – Radio & PDAs:** to be signed out as assigned duty requires; PDA is a must for post security operations (Gates) blocks, including those assigned to CSDs; CCT for the SmartSuite Passenger Scanning App for customers requesting assistance; Lobby for tag activation and CCT support.
- ◆ **Refer to Job Aids and Job Aid binders** when necessary and return to designated location.
- ◆ **Stocking & Supplies:** Specialists will be required to assist with acceptance and movement of supplies to ensure work areas are properly stocked.
 - Please keep stockrooms clean, organized and clear of debris.
 - **All used boxes must be returned to the stockroom or discarded in the bin behind the lobby counters and not left in public view.**
 - Ensure all stock is returned to their designated spot or shelf after stocking the area(s) to make it easier to assess inventory levels.

NEW

- ♦ **Arrival to Assigned Task:** acknowledge tasks in a timely manner, contact deployment and/or area manager if unable to arrive at the assigned task on time.
- ♦ **Work Area Cleanliness:** ensure work areas are free of personal belongings and tidy after task completion. If your work area needs to be cleaned, or if equipment needs service, please open a ticket number or report to GTAA (Greater Toronto Airports Authority).

OPERATIONAL EXPECTATIONS

- * Based on day-of operational requirements, Specialist may be reassigned to support other areas both pre and post security and/or perform other duties based on their qualifications. Management will try to maintain the integrity of 'bid' positions unless there are no viable replacement options. *

VERBIAGE LEGEND

STOC	Station Terminal Operation Centre
CNX STOC	Connections STOC
ITO / ASO	In-Terminal Operations / Airside Operations
PMM	Passenger Movement Team
RM Ops	Revenue Management Operations
SOC	Systems Operations Control
CJM	Customer Journey Management

LOBBY (DOMESTIC/TRANSBORDER/INTERNATIONAL)

Specialists who bid Lobby (DOM, INT and TBR) will be assigned to Check-In Assistance /Kiosk Assist/Lines/Priority Check-In/Premium Check-In/ US Metering.

May also be assigned but not limited to CCT Lobby CIA/ CCT Lobby/ CCT Security/CCT Gates/CCT Pier G Relay/CCT HHF/Signature Suite Assistance (ACSS)/CCT CNX/CCT Darkside/Rainbow as per operational requirement.

Check-in Assistance (CIA):

- ♦ Located on Departures Level 3 Pre-Security.
- ♦ Responsible for check-in acceptance of customers traveling on International(overseas), Transborder (USA), or Domestic (within Canada) flights.
- ♦ Greet each customer with "Hello/Bonjour".
- ♦ Ensure the customer is accepted prior to the established cut-off times.
- ♦ May be required to prioritize customers in line by order of departure time.
- ♦ Responsible for validating travel documents presented by the customer and ensure it matches the API (Advance Passenger Information) data in the CPR (Customer Product Record) and remove any DOC (documentation) alerts.
- ♦ Enter APIS information as required.
- ♦ Ensure the customer has all the proper documentation for their destination.
- ♦ Ensure tickets are valid and associated to the correct CPR record.
- ♦ Collect / Charge all applicable baggage and service fees.
- ♦ Process re-bookings as required.
- ♦ Ensure bag tags are printed and attached to the correct customer travelling to the correct destination and additional overlays if required (ex: heavy, etc.).
- ♦ Monitor and check-in customer **Carry-on Baggage (COB)**:
 - Verify COB & Personal Item size and # of items to ensure compliance.
 - Solicit customers to check-in COB, especially on full flights.
 - When carry-on bags exceed the acceptable measures and are non-compliant, charge applicable fees and advise the customer it must be inducted.



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- Ensure customers are informed of COB security regulations concerning liquids, gels, dangerous goods, etc.
- Monitoring customers without a COB allowance as per ticket purchased and ensuring the bag is checked in.
- ◆ Advise customers to remove any travel documents, electronic devices, valuables, medication, etc., from baggage (and COB) being inducted.
- ◆ Highlight, circle, and verbally inform the customer of their boarding time and departure gate #.
- ◆ Assist with transactions using a Debit/Visa, Debit/Mastercard.
- ◆ Use the **Lobby Job Aid binders** when necessary and return to designated location.
- ◆ Check-in and support customers requiring Accessibility Assistance and/or **Special Service Requests**:
 - Provide full check-in assistance, then escort the customer directly to the gate when possible.
 - Ensure the proper processing and handling of customers under **ATPDR** (Accessible Transportation for Passengers with Disabilities Regulation).
 - Confirm the appropriate SSR is appended to the customer file (i.e., UMN, DPNA, WCHR, DEAF, BLND, MEDA, DEPA, DEPU, ESCT, etc.) to reflect the customer's needs. Remark the CPR for proper communication.
 - Contact STOC and Load when a customer requires **WCHC** assistance (full lift) as the 'Lift Team' will need to be dispatched and leave a comment on the file confirming the conversation.
 - For customers travelling with their own **powered mobility device** (electric wheelchair/scooter), confirm the CPR accurately identifies the device type and battery type (wet or dry cell). **Advise STOC AND LOAD accordingly.** (Note: Electric wheelchairs must **not** be sent to the bag room/gate until the battery type has been identified on the baggage tag.)
 - **Accurately complete and securely attach the manual ACF515M tag to customer wheelchairs and/or mobility aids, whether they are checked in at the lobby or brought to the gate.**
 - When required, Specialists are responsible for the removal and packaging of batteries (wet or dry) at the CCT counter. This is only required if the battery is removable. Specialists are to review [ACpedia – Wheelchairs and Mobility Aids Procedures](#).
 - Ensure all forms for Unaccompanied Services (UMNR/DPNA) are completed, signed and fees are collected (if applicable).
 - Scan CCT customers in the **Passenger Scanning Application**, ensuring multiple location scans to track the customer journey to/from the gate.
 - Assist customers with visible/non-visible disabilities through security and directly to their gates.
 - Reassure customers with visible/non-visible disabilities that they will be supported throughout their journey.
- ◆ Ensure all firearms and ammunition requirements are met for acceptance and have the customer complete the **ACF510J (Firearms Declaration form)**. Review the completed form and affix **ACF510H (Ammunition Sticker)** to the checked baggage that contains the ammunition (**exception: flights to U.S. & Geneva**). **Attach ACF502-BLK red bulk tag to firearm bags.** Follow all procedures as outlined in [ACpedia – Firearms and Ammunition](#).
- ◆ Report any irregularities or questionable situations immediately to the Lead and/or OM.
- ◆ Promote the option of purchasing Business Class or preferred seating.
- ◆ Ensure all information (PNRS/CPR) is handled/disposed of in a proper manner to ensure we meet the standards of the Privacy Act.
- ◆ Dispose of documents that contain confidential information according to company policy.
 - Do not leave documents or information on the counters or in public view.
 - Tearing/Ripping/Shredding all printed documents such as boarding passes, baggage tags, electronic tickets, etc., that are no longer needed.



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- ◆ Must be familiar with the **Automated Customer Recovery (ACR)** system and how to issue/re-issue hotel, meal and ground transportation offers through CM or **Agent UI** on SmartSuite when required.
- ◆ Review **DB/DG** list on flights with VOL customers and affix **ACF502-BLK tag** on the **VOL** customer's bag(s).
- ◆ Offer IROP/Flight Disruption assistance (re-issue offers not automatically sent to customers)
- ◆ Issue tickets set up from Reservations when required.
- ◆ Process any INAD bookings when required.
- ◆ Assist with stocking counters when required.
- ◆ Report any system issues, bag belt issues, Kiosk/facility issues etc. to the GTAA and area OM.
- ◆ Log-off/Sign-out of computer when exiting your workstation.
- ◆ Turn off the baggage feeder belt and ensure gate door is locked and secure before leaving your position or moving to a different area/task.

Line Entrance:

- ◆ Located on Level 3 Departures
- ◆ Welcome/Line Entrance is stationed at the entrance of each area's check-in aisle (Domestic – aisles 1/2; International – 1/5/6; US/TBR - aisle 11/12).
- ◆ **Must obtain a radio** to communicate with the Lobby CCT, OM or LCES as required.
- ◆ Obtain copies of the PAX loads with flight schedule.
- ◆ Set up and adjust stanchions for customer flows.
- ◆ "Hello/Bonjour" - greet customers warmly.
- ◆ Ensure line entry is tidy and clutter free.
- ◆ Respond to customer questions and requests.
- ◆ Anticipate and understand customer needs and proactively identify any special handling requirements.
- ◆ Communicate with CESs assigned to CCT Lobby for possible wheelchair requests.
- ◆ Ensure customers enter the correct aisles depending on their needs/destination.
- ◆ Actively promote and direct eligible customers to the kiosks to obtain boarding passes and bag tags ensuring to point out the Kiosk/SSBD Assist CESs.
- ◆ Ensure ALL customers have all required (travel) documentation for their destination and any connection points.
- ◆ Ask the customer which "Form of Payment" they will be using if they appear to be travelling with large / additional items that will require additional fees (no cash accepted).
- ◆ Prevent delays or obstructions at the line's entry point – if lines need flow control, contact the GTAA or area OM.
- ◆ If assigned to Aisle 1/12, verify that **only eligible** Business Class / Premium / Priority customers enter.
- ◆ Be familiar with CCT process as may be required to support CCT – MUST use the *Passenger Scanning Application* to ensure each customer is scanned IN/OUT of the Lobby Area.
- ◆ Monitor COB & Personal Item size and # of pieces to ensure compliance.
- ◆ Solicit customers to check in COB bag – if compliant, advise them that there will be no charge.
- ◆ If COB is not compliant, advise that it must be checked in and charges may apply. This can be done on the kiosk.
- ◆ Advise customers to remove travel documents, electronic devices, valuables, medication, etc., from bags (including COB) being inducted.
- ◆ Highlight or circle the boarding time and gate # on the customer's boarding card.
- ◆ Remember to thank the customer for flying with us and wish them a pleasant flight.

Self-Service Baggage Drop (SSBD)/ Kiosk Assist:

- ◆ May require a PDA to activate tags – as per punch-in message (i.e., *Kiosk Assist PDA*).



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- ◆ Kiosk Assist CES are positioned either at the kiosks to assist customers or by the SSBD machines to assist with the baggage drop-off flow and monitor the machines to ensure customers' baggage is correctly inducted.
- ◆ Identify customers who require overlays or additional tags (Heavy, Mobility aids) and accompany them to a CIA position to add/activate the tag.
- ◆ Redirect customers requiring additional tags to the Kiosk or CIA for payment and issuance.
- ◆ Check COB and Personal Item size and # of pieces to ensure compliance.
- ◆ Solicit customers to check in compliant COB.
- ◆ Advise customers to remove travel documents, electronic devices, valuables, medication, etc., from baggage (including COB) being inducted.
- ◆ Direct customers to the appropriate baggage induction points (SSBD/Oversize Belt).
- ◆ Use Check-in on wheels (COW) to assist with doc alert removal when applicable and other tasks necessary to assist customers.
- ◆ Print additional tags for car seats, sporting equipment or mobility aids.
 - Weight golf/hockey bags in the designated repacking areas on aisle 2, 5 and 11 and activate the tag before directing the customer to the oversize drop-off.
- ◆ Complete and attach gate-check overlay tags (mobility/stroller etc.).
- ◆ Activate the CIA baggage belt to expedite baggage when required – abide by the baggage cut-off times unless instructed by a LCES or OM (comment the file).
- ◆ Monitor SSBD machines and ensure baggage is successfully inducted before customer leaves the Lobby.
- ◆ Report any system issues, bag belt issues, Kiosk /facility issues etc.
- ◆ Scan and activate over-sized/fragile items prior to directly customers to the oversize/fragile belt. Verify the customer has properly attached the bag tag.
- ◆ Be familiar with CCT process as supporting CCT Lobby may be required.
 - CES MUST use the Passenger Scanning Application to scan CCT customers IN/OUT of the Lobby Area.

Premium/Priority Lobby (Aisles 1 & 12):

*Specialists who bid Premium Lobby (DOM and TBR) will be assigned but not limited to Lines/J Class Check-In Assist/Super Elite Check-In Assist/Priority Check In/CCT Lobby as per operational requirement **and** may be assigned to support other areas as per operational requirement.*

- ◆ Provide CIA to our Priority customers (VIP, Million Milers, SE, etc.)
- ◆ Responsible for performing 'all Check-in Assistance functions.'
- ◆ Provide kiosk assistance & act as a lobby ambassador for our Priority customers.
- ◆ Must be familiar with the **Automated Customer Recovery** system and how to issue/re-issue hotel, meal and ground transportation offers through CM or **Agent UI** on SmartSuite when required.
- ◆ If assigned to Line Entrance, verify that **only eligible** Business Class / Premium / Priority customers enter.
- ◆ Line Entrance at Aisle 1 will access the Check-in on wheels when necessary to assist customers with questions/concerns they may have.
- ◆ Offer IROP/Flight Disruption assistance (re-issue offers that have not been automatically sent to customers electronically/porter vouchers).
- ◆ Rebook priority customers, as required (accommodate basic ticketing requests, such as rebooking on AC, ticket reissuance, same day rebooking on OAL).
- ◆ Perform regular CES functions to maintain operational efficiencies when needed.
- ◆ Solicit upsell (J cabin, PY cabin, O cabin, Preferred Seats).
- ◆ **Premium/Priority CCT CES** will be assigned to Aisle 1
 - Must sign out radio/PDA



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- Primary focus is to assist priority customers requiring special assistance from CIA to Security (i.e., obtaining/pushing WCHR, guiding DEAF/BLND customers etc.)
- ◆ Perform 'ad hoc' requests from Management, to assist identified customers and to ensure seamless travel experience.
- ◆ Have full knowledge of the Premium products:
 - Aeroplan Elite program
 - EUPG process and rules
 - Business/Signature Class attributes and service features, including on-board amenities.
 - Maple Leaf Lounge/Air Canada Signature Suite access policy and offering (mealtimes, newspapers, magazines, Press Reader App, alcohol, business center, showers, etc.).
 - Maple Leaf Lounge locations, Air Canada Signature Suite location/Star Lounge access policy (including arrivals lounge).
 - Other Air Canada airport products, including priority services, boarding process, connections processes, baggage processes and recovery, etc.
- ◆ Have general knowledge and understanding of the following:
 - Commercial products, such as Flight Pass.
 - Industry-wide Premium standards.
- Monitor COB & Personal Item size and # of pieces to ensure compliance. Solicit compliant COB free of charge or if non-compliant, charge the applicable fee and check-in the bag.
- Advise customers to remove any travel documents, electronic devices, valuables, medication, and keys if they are checking in their carry-on baggage.
- Direct customers to the **Over-Sized/Fragile Belt** when required.

Transborder Metering Roles & Process:

**Metering will be initiated only when required.*

US INDUCTION

- ◆ Located behind USCBP primary inspection, adjacent to Secondary Immigration exit.
- ◆ A radio is required.
- ◆ Prime responsibilities are to monitor customers in US Secondary Customs and Immigration, rebook those who inadvertently miss their flights and answer calls from the gate specialists missing customers and having to sequence.
- ◆ Induction specialist will enter US secondary customs and immigration every 15mins during the peak and during off-peak, 20 minutes prior to each scheduled departure (or as required) and discretely record each awaiting customer's name, flight number and the time seen on the Induction Log sheet.
- ◆ After each visit place a '**High Priority**' message on the customer's CPT indicating they are in Secondary "**In SEC IMM at (time)**".
 - If the customer has baggage and still in Secondary at -20mins to departure, advise customer they have missed their flight, and will need to approach the Induction desk to rebook once cleared.
 - Induction specialists are responsible to call the customer's departure gate and notify the Gate CES that the customer is still in Secondary, and to initiate a sequence as customer no longer travelling on the flight. (Unless otherwise advised because of possible flight delay)
 - Gate CES is responsible for the sequence and the offload process – Induction is only responsible for rebooking the customer on the next available flight.
- ◆ After each visit to Secondary, remove all gate messages from the CPT if the customer has been cleared.
- ◆ Rebook customers who have missed their flight due to Customs/Security delays on the next available flight, same cabin, and to the same destination.



- If no available flights that day, rebook on first available, comment their CPT, and escort the customer to the nearest gate to exit the area and clear Canada Customs. (US Gate CCT may also assist with the escorting if/when taking a CCT customer to a gate).
- ◆ May be required to escort customers who have been denied entry by USCBP.
- ◆ Assist USCBP officers with customers who have been denied entry by ensuring the customer is **Cancel Accepted** from their flight.
- ◆ Advise TBR Bag Room Lead or STOC to remove any checked bags from customers who are denied entry by USCBP.
- ◆ Communicate with Gate CES of flight a customer has been denied entry by USCBP from.
- ◆ Advise the USCBP officer escorting a denied customer where the customer can pick up their bag.
- ◆ Communicate with GTAA Security Operations if issues arise due to denied customers.
- ◆ Induction CES should take breaks/lunch during **down-times** and **advise the TBR GT Lead or OM** as no back fill will be provided during this time.
- ◆ For start-up (0500 – 1000): any customers in secondary with bags inducted, **if the customer's departure time is within 60mins**, the bags would need to be stopped. Call the ASO CNX Lead at 905-676-2162 and give them the tag numbers of all bags checked in so they can apply a stop to the bags.

GATES & ARRIVALS (All Functions)

Gates & Arrivals include Zone 1 / Zone 2 / Zone 3 / Zone 4 / Zone 5 / Gate Support / DOM Arrivals / Customs Arrivals/ Corridor/ Hardstands.

All specialists, regardless of bid area, are expected to assist across all gate areas, including Regional OPS (mainline and regional support each other) and Customer Service Desk. They may also be called to support other functions as needed, such as CCT (including bringing the customer from CCT Lobby to gates), Lobby, Connections and MLL/Café/Lite based on operational requirements.

IMPORTANT!! Gates & Arrivals requires **TEAMWORK** – each gate function has its own tasks and responsibilities however when situations arise, tasks will need to overlap. Please work together to support each other and 'Win as One'.

Gates – Zones 2 (DOM), 3 (TBR) & 5 (INTL):

- ◆ Pick up a radio and PDA before the beginning of the shift and sign into the PDA to obtain the assigned tasks.
- ◆ Must acknowledge all tasks on the PDA (if unable to follow a task, contact Deployment immediately)
- ◆ Must be gate trained.
- ◆ Call STOC for items left on the bridge.
- ◆ Ensure all equipment is working and all required stock/supplies are present. (Any issues must be reported to STOC and/or IT)
- ◆ Assist CCT customers requiring accessibility assistance to their gates as required.
 - **MUST** use the **Passenger Scanning Application** and scan AC barcodes throughout the departure flow. (Gate, FNYX surreys and key handoff locations)
- ◆ CES who bid Gates are required to assist CCT Lobby by bringing customers in WCHR from Lobby into the gate area at beginning of shift as they enter security.
- ◆ During scheduled shift times CES will be required to support CCT Gates/CCT HHF by bringing WCHR customers to their gate.
- ◆ Must be familiar with the **Automated Customer Recovery** system and how to issue/re-issue hotel, meal and ground transportation offers through **Agent UI** on SmartSuite when required.
- ◆ Identify customers on the **DB/DG** list who have proactively volunteered (VOLY).
- ◆ Make manual announcements when the required amount of VOL denied boarding customers has not been met using ACpedia for reference on EMD DBC Amounts offered.



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- ◆ Perform DBC for Involuntary customers offering DBC in the form of EMD or Draft(\$) using the ACpedia grid as reference for approved offered.
- ◆ Ensure proper handling of **DEPU/DEPA/INAD** process including pouching of documents into **ACF5045** envelope and handing over to In-Flight.
- ◆ Have a full understanding of **Air Canada Biometric Processes** (including USCBP Biometric Process) and AC Digital ID at applicable e-gates.
 - Position and set-up gates as per e-gate instructions.
 - Assist customers with the e-gate boarding process.
 - Manually assist customer if they are unable to use the e-gate.

NEW

Additional Responsibilities:

- ◆ **On-Time Performance (OTP):**
 - Verify if flight requires GENDEC (Intl) – if so, ensure it has been delivered from the Customer Service Desk (NEW process)
 - Check [ACpedia - General Declaration - All Air Canada Destinations](#) for list of destinations requiring GENDECs and instruction for changes and number of printed copies of the flight manifest (customer name list) if required.
 - Check all gate equipment to ensure all is in working order.
 - Review any flight comment in the Set Comments from the Flight Application.
 - Review the Flight Menu for Inbound/Outbound Connection Summary and complete the mandatory gate comments in the 'Set Comments' of the Flight Information screen. These comments are stored in the FIR (Flight Information Record) for Transport Canada follow-up investigations.
 - Ensure all required COB announcements are made in a timely manner.
 - Communicate with in-flight to ascertain if early boarding is possible.
 - Survey the lounge for CCT customers and stage for boarding (i.e., WCHR, WCHC, DEAF, etc.)
***Note:** Both the Work and Assist have a joint responsibility to assist with wheelchairs. It is not solely one's duty over the other.*
 - Begin boarding CCT customers a few minutes prior to POS then continue with zonal boarding.
 - Use discretion when staging customers on the bridge during Summer/Winter as weather conditions may not allow for staging unless boarding is imminent.
Remember: Make sure to open boarding at -5 to POS and stage customers mid-bridge to ensure the first customer crosses the threshold of the aircraft at POS boarding time.
 - When applicable, use the 'Dane Wheelchair-Mover' or one of the ViaMobil electric wheelchairs to assist on steep ramps, extra-long bridges, and when physical effort is required.
 - Continually update the FIR (Flight Information Record – Mandatory Comments) with any important or impacting issues that could/are impacting OTP.
 - When assigned to an **Operational Schedule Adjustment (OSA)** flight, ensure additional time is used for gate tasks, especially in terms of staging customers on bridge if feasible (boarding is imminent; weather conditions permitting)
 - Follow the gate process as outlined in [ACpedia - Gates - Departures >Sequence of Events](#)
 - **Record all steps taken and calls made on Flight Comments,**
- ◆ **Safety & Security:**
 - Proper identification checks are required for all departure flights.
 - When checking ID, ask customer to remove hats/sunglasses and/or lower their mask for **full-facial identification verification:**
 - I.D. picture matches the customer in front of you.
 - Name on each customer's boarding pass matches their I.D.
 - Boarding response on the computer screen matches the boarding pass.
 - Gate CESs must ensure customers with **"SSSS"** indicator (Selectee)



Process) on their boarding pass have a stamp from CATSA to indicate that they have gone through additional security screening (this applies to all Domestic, Transborder and International departing flights).

- If not, Security needs to be called to arrange a meeting location for the customer.
- Must use the scanners to board all customers (if scanners are not working, please report to GTAA and make a note in your Set Comments).
- Lock gate drawers and ensure all doors are closed after departure.

♦ **Sequencing (-15)**

- All **no-show** customers with bags are to be sequenced for all **US & INTL flights** – Follow the sequence process as outlined in [ACpedia](#) - [Baggage Reconciliation and Sequencing](#) which also **includes the Domestic process**.
- **Actively report any boarding errors** to the CES controlling the flight immediately as these must be promptly explored and corrected.
- **Actively check onboard for missing customers** - have the Inflight page the customer onboard then confirms their identity by checking photo I.D. against the boarding pass.
- **Record all steps taken and calls made on Flight Comments**, in addition to customer names whose baggage has been sequenced.

Regional OPS - Zone 1 (Domestic) & Zone 4 (Pier G):

In addition to the roles and responsibilities outlined in the "Gates All Functions" job description, the Regional Gate specialist will also:

- ♦ Responsible for **all departure and arrival functions** including wheelchair handling - cross utilization will be required within other zones/areas and Hardstands.
- ♦ Ensure cart is positioned and available to customers gate-checking items.
- ♦ Perform ramp direct duties as required ensuring all open-ramp safety protocols are followed.
- ♦ May be assigned to the Z1 Customer Service Desk when required.
- ♦ **Wear all the required PPE** (personal protective equipment) when working outdoors, including zipped-up safety vest, ear protection, etc.
- ♦ Dress in accordance with the weather conditions.
- ♦ Responsible for advising Jazz STOC when the Express Ramp is required to assist customers requiring special assistance.
- ♦ **Hardstand Outdoor Operations** and/or any off-bridge tasks will come from the Regional OPS staff unless otherwise required.

Arrivals - Domestic (Zone 1 & 2) and Customs (Zones 3, 4, & 5):

Arrival Specialist Responsibilities:

- ♦ Pick up a radio & PDA prior to start of shift.
- ♦ Sign into PDA and Ground Tasks
 - Read & acknowledge all task assignments in a timely manner via Ground Task.
 - Any task conflicts should be reported to Deployment as soon as possible.
- ♦ Prior to meeting the aircraft, ensure arrival path including all correct doors are open (i.e. bridge, corridor, etc.) and swung the right way depending on arrival origin, paying particular attention on Swing Gates (D/F 32, 34, 36, 51, 53, 55, 57, 99).
 - **Communicate with Corridor CES** (if also assigned to flight) to ensure all barrier have been set up to avoid security breaches.
 - **If meeting a flight on the Swing Gates, please ensure the required number of Corridor specialist have been assigned and present for the arrival.**
- ♦ Required to switch from **Ground Task** to **Passenger Scanning** when assisting customers requiring assistance (i.e. WCHR, UM, BLND, DEAF, etc.) and **must use the Passenger Scanning** tool to scan/track CCT customer on their arrival/connecting journey.



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- ◆ **Must be prepared with the Special Service List (SSR List) and Connections List.**
- ◆ **Ensure you have appropriate number of wheelchairs needed based on SSR list**
- ◆ **Ensure gate is stocked with wheelchairs and communicate with other specialist assigned to the flight.**
 - Best practice is to always pick up a wheelchair and take it to the gate – this is a SHARED gate prep responsibility regardless of arrival task.
- ◆ Walk down the bridge and meet/greet the crew at the aircraft door.
- ◆ After greeting the IFS crew, confirm the number of customers requiring assistance and any arrival instructions (holding offload/metering, important CNX/MSCNX information, MEDA etc.)
- ◆ Advise STOC of any customers requiring transfer assistance—if a Lift Team isn't present.
- ◆ **Lead customers up the bridge and direct them to the arrival path.**
- ◆ Remain approachable and customer-facing at the top of the bridge during the deplaning process.
 - **Appear visually approachable.**
 - **Assist with answering any questions.**
 - **Smile and say, "Hello/Bonjour" to arriving customers.**
 - **Assist customers where they can find a terminal map if required.**
- ◆ Required to assist/support customers requiring wheelchairs and/or accessibility assistance (UM, MEDA, DEAF, BLND etc.) either at the aircraft door, or at the top of the bridge.
- ◆ If 2 or more Specialists are assigned to a flight, 1 may remain at the aircraft door in case any customers requiring assistance deplane prior to all other customers.
 - Aid all customers requiring accessibility assistance by pushing customers in wheelchairs up the bridge/jetway - when available, use the 'Dane Wheelchair-Mover' or one of Air Canada's electric wheelchairs for assistance.
 - Work as a team when motorized wheelchair/Dane is not available by pairing up to push on the bridge incline.
- ◆ Liaise with Gate Specialist in the event of a Minimum Scheduled Design Time (MSDT) flight departing from the same gate or using the same boarding corridor.
- ◆ Liaise with STOC and Connections, proactively review plan for tight or busted customers and any special offload instructions (i.e., Metering)
- ◆ For Customs Arrivals and CBSA on the bridge checking passports, please call and advise STOC to give them a heads up.
 - Additionally, some Customs flights will be metered, limiting the offload flow during peak arrival times. Please look for notifications on your PDA and ensure IFS is aware of the metering process. STOC will advise metering flow numbers and if customers need to be held onboard or in a secure boarding lounge.
- ◆ Assist 'local' CCT customers in either the Domestic Relay area or Rainbow, unless dedicated to an UMR, DEAF, BLND, DPNA, etc. which does not allow for relay between CES.
- ◆ To comply with ATPDR please offer a Porter voucher when a CCT customer is travelling unaccompanied and needs assistance with their checked baggage. See ACpedia – Porter Voucher
- ◆ Assist connecting CCT customers from the aircraft to their designated connection or FNYX/GTAA curbside/interterminal handoff points.
- ◆ Ensure proper handover process of UM handling is followed – Always check the meeting party's I.D. to ensure it matches what is indicated on the UM form and that a signature is provided to confirm the handover.
- ◆ **Reassure and communicate** with customers with disabilities who require assistance that they are in good hands and that we will take care of them and their special needs, including mobility aids, etc.
- ◆ **Always Communicate with CES if putting customers on the surrey/golf cart who will be on the receiving end to meet the customer.**

Once arrival is complete:

- Perform a **final 'flight sweep'** to verify that all gate checked items have been picked up from the bridgehead/elevator i.e., strollers, car seats, and personal mobility devices (scooters, electric-powered wheelchairs)

- If any items have been left behind, contact the flight's ASO (Ramp) Lead or STOC if no response.
 - Ensure that all gate/airside doors are secured once deplaning is complete.
- ◆ Always inform Deployment as soon as possible, if current task may interfere with/jeopardize the next assigned task.
- ◆ May be required to assist customs arrivals by escorting the customer all the way through the CBP (Canada Customs and Border Protection) and the Baggage Hall.

REMEMBER: Specialists are to ensure that all customers are taken care of during the arrival – This may require specialists to return to the gate to help with any remaining customers after they have already completed a run.

Arrival/Departure Corridor:

Corridor CESs must monitor the passenger flow on the swing gates (where departing and arriving flights share the same airside corridor). Ensure customers follow the correct arrival path in accordance with the flight's origin (Domestic vs Transborder/ International).

'Arrival' Corridor Responsibilities (D/F 32, 34, 36, 51, 53, 55, 57, 99):

- ◆ Prior to meeting the aircraft, ensure all required stanchions are in place and all bridge/corridor. Doors are open and swung the right way (depending on flight origin -Domestic vs Customs) – If in doubt, contact STOC.
- ◆ Set-up stanchion barrier for arrival flow to avoid any possible security threats when necessary.
- ◆ Proficient with the GTAA Digital Secure panels located at swing gates.
- ◆ Continually liaise with the Arrival specialists regarding the flow of customers and when offload is complete.
- ◆ Once passenger flow is complete, may be asked to assist with any remaining customers who require special assistance (WCHR, WCHS, BLND etc.).
- ◆ Liaise with STOC, Area OMs, Gate and Connections as required.
- ◆ Ensure all doors and stanchions are secured once deplaning is complete.
- ◆ May be asked to support other work areas when the operation requires.

NOTE: In situations where an arrival and a departure are sharing the same airside corridor, the arrival will always take precedence. Any flight boarding on an affiliated gate the Corridor is responsible to inform the departure gate to halt boarding and once the offload is complete, will advise the Gate to resume boarding.

'Departure' Corridor Responsibilities:

Occasionally, on double-gate bridges or when a flight is boarded through an alternate lounge, a Departure Corridor specialist is assigned to direct the boarding flow and ensure no security breaches occur (i.e., gates with shared bridges **F64A/B & 66A/B**, OR when a **widebody is parked on F65 - boarding from lounge F67**)

- ◆ Prior to boarding commences, ensure all required stanchions are in place and all bridge/corridor doors are open and/or stanchioned to secure the passenger boarding flow.
- ◆ Continually liaise with the Work specialist regarding the boarding flow and advise if boarding needs to be held due to an arrival on the shared bridge or corridor (e.g., boarding on F64A and flight arrives on F64B)

REMEMBER: The arriving flight always takes precedence. Any departures sharing the same airside corridor must be hold boarding until the arrival is complete.

- ◆ Once passenger flow is complete, may be asked to assist with any remaining customers who require special assistance (WCHR, WCHS, BLND etc.)
- ◆ Liaise with STOC, Area OMs, Gate and Connections as required.

- ◆ Ensure all doors and stanchions are secured once departure/deplaning is complete.

Gate Support:

- ◆ **Must pick up a radio and PDA at the start of shift.**
- ◆ Gate Support will be bid by area (DOM, TBR, INT).
- ◆ Report to the Area OM and Lead.
- ◆ Required to perform all duties outlined in "Gates All Functions".
- ◆ Required to assist with setting up lounge area (stanchions/lines/staging) for boarding when necessary.
- ◆ Required to assist with monitoring/tagging COB when necessary.
- ◆ Assisting with staging, boarding, and handling of CCT customers when required.
- ◆ **Support E-Gates** by acting as a subject matter expert, overseeing and assisting flights departing from these gates.

CCT (DOMESTIC/TRANSBORDER/INTERNATIONAL)

ALL Specialists who bid and/or assigned to CCT are required to pick up a Radio & PDA.

Specialists who bid CCT (DOM, TBR and INT) can be assigned to CCT Lobby CIA/ CCT Lobby/ CCT Gates/ CCT Security/ CCT HHF/ CCT CNX /CCT Darkside/ Rainbow (Monitor/Relay)/ Domestic Arrivals Relay/Signature Suite Assistance (ACSS).

Assigned but not limited to Check-In Assistance, Kiosk Assist, Metering.

- ◆ **Must** pick-up a PDA and be signed into the **SmartSuite Passenger Scanning Application**.
- ◆ **Must** pick-up a radio and be on applicable CCT radio frequency required for their CCT position.
- ◆ **May be cross utilized to support other CCT positions.**
- ◆ **Follow assigned breaks/lunches on roster and coordinate amongst CES when required.**
- ◆ Always verify SSR codes to ensure they match the customer's needs – if incorrect, please edit the CPT to avoid any confusion/delay at the gate – advise Gate/STOC of any discrepancies.
- ◆ **CCT specialists are expected to work together as a team and communicate customer details as it relates to the relay process with other CCT specialists, as required.**
- ◆ CESs will be required to participate in the **SmartSuite Passenger Scanning Application** and scan all related areas (originating, handoff, and termination points) whenever possible.
- ◆ Use the Passenger Scanning Electronic List to prioritize the order in which customers are taken to their gate.
- ◆ When applicable, use the 'Dane Wheelchair-Mover' to assist on steep ramps, extra-long bridges, and when physical effort is required.
- ◆ Use the QR code located on each dane to report any malfunction or issues regarding the dane to Health & Safety.
- ◆ Ensure any dane used to assist a customer is returned to its assigned gate location and plugged in.
- ◆ **Ensure proper process of UMR, DPNA, BLND, DEAF, etc., handling is followed through. For more details, please refer to ACpedia.**
- ◆ Reassure and communicate customers with disabilities who require assistance that they are in safe hands and that we will take care of them and their needs, including mobility aids.
- ◆ Have a clear understanding of the ITD/Non-ITD and OSS/Non-OSS processes and corresponding arrival/CNX flows.

REMEMBER: Only utilize carts for individuals who are comfortable and able to get on/off the cart. Once on the cart we have no longer any visibility on that customer, therefore CES will manually input the customer into the Passenger Scanning Tool using their gate # as the location.



CCT LOBBY / CIA:

- ◆ CCT Lobby is located at Aisle 8 (DOM & INT) and Aisle 11 (TBR).
- ◆ Report any system issues, bag belt issues, Kiosk /facility issues etc.
- ◆ May be assigned to assist in other areas when operationally required.
- ◆ Responsible for performing 'all Check-in Assistance functions.
- ◆ Monitor COB for size/# pieces – ensure removal of keys, medications, lithium batteries, etc. if required to check in.
- ◆ Log into SmartSuite on the desktop to view the Customer List in the Lobby.
- ◆ **MUST use the Passenger Scanning Application on the PDA to scan each customer IN/OUT of the Lobby waiting area.**
- ◆ Check-in customers requiring assistance and remark the CPT record to ensure proper communication to appropriate parties.
- ◆ Reassure and communicate with customers with visible & non-visible disabilities who require assistance that they are in good hands, and we will take care of them and their needs, including mobility aids.
- ◆ Ensure supplies are stocked and ready for use, including wheelchairs.
 - If there is a short supply in the wheelchair corrals, advise GTAA.
- ◆ Comment the CPR if the customer is travelling with their own mobility device. Ensure the edit correctly identifies the type of powered mobility device (scooter, electric WCHR), including specification of wet or dry cell battery. Please note, battery removal and packaging are only needed.
- ◆ if the battery is either WET or DRY, or CANNOT be transported UPRIGHT, along with a few other conditions. Please review [ACpedia – Wheelchairs and Mobility Aids Policy.](#)
- ◆ Check-in CES is responsible for the removal and packaging of batteries and powered mobility devices at CCT desk-in or rechecks areas when required.
- ◆ Must contact STOC and Load to advise flight number/name of customer and type of mobility device. Ensure to include a comment on the CPR.
- ◆ Ensure all Unaccompanied Minor (UM)/UM Adults customers' forms are completed, signed for and applicable fees have been collected.
- ◆ Complete Gate Pass process when required and explain process to escort.
- ◆ Liaise with STOC, Load, Gates and Connections as required.
- ◆ Responsible to relay CCT customers from the Lobby CIA wait area to the Security checkpoint.
- ◆ Responsible for bringing UMN, DPNA, DEAF, BLND, and any service required a dedicated CES to escort to gate directly.
- ◆ May be required to collect customers requiring Accessibility Assistance from (Priority) from Aisle 1, the Concierge office, and other aisles in which customer may require assistance from.
- ◆ Ensure customers have been scanned out of the Lobby waiting areas using the Passenger Scanning application.
- ◆ Liaise via radio with Gate/Security CCT to ensure a proper positive hand-off is achieved and any special handling information is communicated (i.e., able/not able to take the cart, balance issues, etc.) and or description of customer (i.e., wearing yellow hat, floral blouse)
- ◆ Assist customers with the placement of their COB and personal items into the security bins, etc.
- ◆ Maybe required to support other areas of the Lobby.

CCT Transborder: LOBBY CCT/ CCT TBR SECURITY/ CCT TBR GATES/ PIER G RELAY

Transborder Security CCT:

- ◆ Positioned behind CATSA screening, these specialists work in tandem with **US Relay CCT** and **US Gate CCT**.
- ◆ Responsible to take CCT customers from the **US Security** checkpoint, through the USCBP screening to the FNYX cart on the Gate Level unless customer is not able to in which Specialist is required to bring customer to their gate.



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- ◆ One TBR Security CCT specialist may be assigned as the **Podium** who will stay with the customers waiting post-security and will utilize the electronic list to prioritize the order in which customers are taken through USCBP (US Customs).
- ◆ **Must track customer on the Passenger Scanning Application on a PDA.**
- ◆ Required to work in tandem with other departure CCT positions.

Transborder Gate CCT:

- ◆ Positioned past USCBP, on the Transborder Gates Level next to the FNYX cart stop; These specialists work in tandem with US Security CCT.
- ◆ Responsible to assist customers from the FNYX cart stop location to the customer's gate.
- ◆ **Must track customer on the Passenger Scanning Application on a PDA.**
- ◆ Consult with US Security, ITPC CCT, MLL and Pier G Relay.
 - **Liaise with MLL TBR CES for pickup times for customers to be escorted to their departure gate.**
- ◆ Customers who are unable to ride the carts must be escorted to the gate and scanned into the gate location using the Passenger Scanning App.
 - Customers departing from Pier G (Zone 4) can be placed on the FNYX carts, provided there is a Pier G Relay specialist to meet them at the surrey stop.
 - Please radio Pier G Relay ahead to advise of the customer's pending arrival before putting the customer on the cart.
- ◆ CESs must be able to push a customer in a wheelchair on a flat surface and down a bridge as may be required to preboard the escorted customer to support the departure's OTP.

Pier G Relay CCT:

- ◆ Positioned next to the Relay store, adjacent to Gate F83, before the elevators leading down to the Pier G corridor.
- ◆ Responsible to consult with TBR Gate CCT to ensure a proper hand-off of CCT customers departing from Pier G.
- ◆ Ensure customers are scanned at the Pier G as well as the departure gate for Deployment's oversight and can be checked on every 30mins until the gate is staffed.
- ◆ CESs must be able to push a customer in a wheelchair on a flat surface and up a bridge as may be required to preboard the escorted customer to support the departure's OTP.
- ◆ **Liaise with MLL TBR LITE CES for pickup times for customers to be escorted to their departure gate.**

ITPC CCT (In-Transit Pre-Clearance Customer Care Team)

Customers arriving in Vancouver, Montreal, Toronto, Calgary, Winnipeg, Edmonton, Ottawa, and Halifax with a connection to the United States will proceed directly from their arriving flight to the ITPC area, where they will submit to security screening and US Customs & Immigration.

- ◆ ITPC CCT primary role is to assist customers requiring assistance connecting onto Transborder flights.
- ◆ Must pick up a radio at the beginning of shift and be on CCT frequency.
- ◆ **Must pick up a PDA and use the Passenger Scanning Application to be able to log each customer requiring assistance IN/OUT.**
- ◆ Located adjacent to USCBP (US Customs & Border Control).
- ◆ Subject to Disruption/Gate Training.
- ◆ Responsible for escorting customers requiring assistance through USCBP process departing on connecting flights.
- ◆ Working in tandem with CNX CCT / US Security CCT specialists to bring customers through Security as well as those who have already completed the USCBP process to their departing gate.
- ◆ May be required to rebook delayed customers not already protected.

- ◆ Be familiar and understand our responsibility as per the Airline Passenger Protection Regulation (APPR) and ATPDR the standards of treatment.
- ◆ Ensure proper processing/handling of customers with SSRs, DEPU, ESCT, PRSN, and MEDA.
- ◆ Communicate with CCT Lead and OM on duty.
- ◆ Assist customers with visible and non-visible disabilities through USCBP process.
- ◆ May be required to assist Customs with INAD customers by rebooking and issuing boarding passes.
- ◆ May be required to assist at the Rework Desk if necessary.

CCT Domestic: LOBBY CCT/ CCT DOM GATES/ Domestic Arrivals Relay CCT (MONITOR/RELAY)

Domestic Gate CCT:

- ◆ Positioned behind CATSA screening and is responsible to assist all **local departing and connecting** DOM & INTL CCT customers from the Security checkpoint to their gate.
- ◆ **Must track customer on the Passenger Scanning Application on a PDA.**
- ◆ Customers who are unable to ride the carts must be escorted to the gate and scanned into the gate location using the Passenger Scanning App.
- ◆ CESs must be able to push a customer in a wheelchair on a flat surface and down a bridge as may be required to preboard the escorted customer to support the departure's OTP.
- ◆ Ensure customer is scanned at the gate location so that the customer appears on Deployment's dashboard for oversight and can be checked on every 30mins until the gate is staffed.
- ◆ **Required to assist inbound customers connecting onto Domestic flights to their gate.**
- ◆ May be asked to assist DOM Arrivals Relay CCT during downtime and/or to cover breaks.
- ◆ Required to consult with CCT Lobby, CCT CNX, DOM Arrivals and MLL.
 - **Liaise with MLL DOM/Café CES** for pickup times for customers to be delivered to their departure gate.

Domestic Arrivals CCT (Monitor/Relay):

- ◆ Pick up a radio and PDA.
- ◆ Located underneath the stairs/escalator leading from Level 3 Security into Domestic Gate area, across from the Exit.
- ◆ Set up similar to Rainbow/Baggage Hall as a Relay and Monitor are assigned.
- ◆ Scan the customer on the Passenger Scanning Application on PDA when handing off customer to another specialist at a handoff point, FYNX cart, or to the Domestic Arrivals Relay.
- ◆ Responsible to assist terminating customers to the Domestic Baggage Hall to collect customer baggage.
- ◆ May be asked to assist DOM CCT GATES during down time and/or to cover breaks.

Domestic Arrivals Monitor:

- ◆ Relay Monitor assigned to record customers on the tracking system and prioritize the order in which customers are to be taken.
- ◆ Track customers on the **Passenger Scanning application** with a PDA when customers arrive and exit the area.
- ◆ Monitor can assist with porter vouchers on the Check-in on Wheels (COW) stationed at the location.
- ◆ Communicate on radio with relay specialists to confirm if they will be returning for customers waiting to be assisted.
- ◆ Communicate with Domestic Gate CCT if assistance is required.

Domestic Arrivals Relay:

- ◆ Responsible to assist **terminating customers** to the Domestic Baggage Hall to collect customer baggage.



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- ♦ Reaching out to FNYX if customer has Inter-Terminal connection or needs to be assisted past airport doors.
- ♦ May be required to assist customers to Level 3 FNYX cart area if customer has connecting Transborder/International flight, provided they are physically able to.
- ♦ If putting a customer on the FNYX cart, call over radio to the specialist that will be awaiting the customer at the connection point to make them aware.

CCT International: LOBBY CCT/ CCT INT GATES/ CCT HHF/ SIGNATURE SUITE ASSISTANCE

International Gate CCT:

- ♦ Located inside International Security.
- ♦ Pick up Radio and PDA.
- ♦ Communicate with Lobby CCT when customers are arriving and going through security.
- ♦ Scanning customers who are waiting for FNYX cart as to put them in sequence of flight time on the 'Passenger List' on the **Passenger Scanning Application**.
- ♦ Assist with bringing customers to surrey/ golf cart – only utilize carts for customers who are able to get on and off; only used for customers who only require assistance for distance.
- ♦ Escorting customers not able to get on/off golf cart down to HHF.
- ♦ Informing CCT HHF of customers making their way to HHF on the FNYX cart and their destinations.

International HHF CCT:

- ♦ Located at the Hammerhead – adjacent to the INTL MLL at the end of the INTL departure corridor.
- ♦ Responsible to assist all departing CCT customers to their gates.
- ♦ CESs must be able to push a customer in a wheelchair on a flat surface and down a bridge as may be required to preboard the escorted customer to support the departure's OTP.
- ♦ **In/Out scans on the Passenger Scanning Application required especially when customers may be required to wait – Using the 'Passenger List' to prioritize the order in which they are taken to their gate.**
- ♦ Ensure customer is scanned at the gate location for oversight and can be checked on every 30mins until the gate CES arrives.
- ♦ Communicate with INT CSD if customers have been rebooked and need to be escorted to new flight gate.
- ♦ Liaise and assist with INT Gate CCT if a customer is being escorted down from security due to not being able to take the cart.
- ♦ Consult with INT & Domestic Gate CCT, Arrivals and MLL as required.
 - **Liaise with MLL/Signature Suite CES/Concierge to arrange pickup times for customers to be taken to the gate.**

Signature Suite Assistance (ACSS):

- ♦ Radio and PDA required.
- ♦ Assigned as CCT_INT_ACSS.
- ♦ Will be stationed close to the Signature Suite around Gate E77.
- ♦ Coordinate with HHF CCT CES to relay and escort customers from E77 location to the Signature Suite.
- ♦ Escort customer to a table/area within the Signature Suite, along with the host to ensure the customer is left safely.
- ♦ Communicate and work together with Concierge on when the customer needs to be picked up from the Signature Suite to their departing gate.
- ♦ Escort customers from the Signature Suite to their departing gate.
- ♦ Use the **Passenger Scanning Application** to scan customers in/out of the Signature Suite and at the gate they are left for their flight.
- ♦ Coordinate and communicate with the CCT OM.

Rainbow (Monitor/Relay):

- ◆ Radio and PDA required.
- ◆ Requires teamwork to ensure CCT customers are expedited as efficiently as possible.
 - Must return promptly after each task to assist the next CCT customer waiting.
- ◆ CES will be required to push wheelchairs and assist with COB.
- ◆ **MUST use the Passenger Scanning Application to scan key locations as the customer continues through the arrival/connection process.**
- ◆ May be required to help with Disruption Transfer for customers who have misconnected.
- ◆ Can issue Porter, Meal, Hotel and/or Ground Transportation offers when required.
- ◆ Customs Declaration must be completed at the Level 3 Kiosks next to the Rainbow waiting area prior to heading to the CBSA customs hall.
- ◆ May be required to assist to Baggage Hall during peak times.

Rainbow Monitor:

- ◆ The Rainbow Monitor is stationed at a podium position located at the end of the Level 3 Customs Arrivals Corridor and will work in tandem with the Arrivals CES, Darkside, and Rainbow Relay.
- ◆ Must use the Passenger Scanning Application to scan all local and CNX CCT customers IN/OUT of the Rainbow.
- ◆ Will use the electronic list to prioritize the order in which customers are taken to the Baggage Hall or CNX point.
- ◆ Liaise with Arrival specialists, Darkside, ITPC CCT, CNX, as well as CCT Lead and OM as required.
- ◆ Monitor the volumes and wait-times and communicate with the CCT Lead & OM when support is required.
- ◆ Must have a good understanding of the ITD/OSS processes.
- ◆ Accompany customers to the Declaration Kiosks on Level 3 next to the Rainbow waiting area.
- ◆ Can be required to help with Disruption Transfer for customers who have misconnected.
- ◆ Can issue Porter, Meal, Hotel and/or Ground Transportation vouchers when required.

Rainbow Relay:

- ◆ Specialists assigned to this task are stationed on level 3, at the end of the Customs Arrival Corridor (Rainbow) and are responsible to 'relay' CCT customers from the Rainbow area to their designated CNX or to their meeting party at arrivals level.
 - Rainbow > ITPC CCT (for US CNX)
 - Rainbow > ITD corridor > Domestic Gate CCT (for DOM CNX)
- ◆ May be required to accompany customers to Immigration (through Accessibility lane).
- ◆ **Required to use the Passenger Scanning application at each agent/final handoff location.**
- ◆ Liaise with ITPC CCT and DOM Gate CCT as required.
- ◆ Return promptly to the Rainbow Monitor location after each 'run', to collect the next customer in line.
- ◆ Must have a good understanding of the ITD/OSS processes.
- ◆ Can be required to help with Disruption Transfer for customers who have misconnected.
- ◆ Will issue Porter, Meal, Hotel and/or Ground Transportation vouchers when required.

CCT CNX/CCT Darkside:

- ◆ Stationed at 2 locations:
 - At the FNYX survey stop along the **ITD corridor**, just adjacent to the Level 3 entrance to US Security and ITPC
 - At the **Darkside** adjacent to the old Liner Customer Service Desk and the escalator leading to CBSA Primary inspection
- ◆ Radio and PDA are required.
- ◆ Assist CCT customers connecting from a Domestic to a Transborder flight.



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- ◆ **Ensure every customer is scanned at each location using the Passenger Scanning application.**
- ◆ Escort the customer requiring assistance to US Security and contact the ITPC CCT specialist via the radio advising of the customer, their gate/destination and they type of assistance required (i.e., WCHR/WCHC/BLND/UMNR etc.)
- ◆ On occasion when the ITPC CCT specialist is busy, CNX CCT may be required to escort the customer through security to USCBP.
- ◆ Communicate with Arrivals CES for any customers coming on the cart with connections to the U.S.

CCT Darkside:

- ◆ **Scan customers using the Passenger Scanning Application.**
- ◆ Monitoring the arrival and connecting customers inbound from Transborder or International Flights at gates D32-D57.
- ◆ Communicate with Arrivals meeting inbound flights.
- ◆ Contact Rainbow Monitor/Relay on customers needing assistance to CBSA or a connection point.
- ◆ Must be visible to also assist arriving customers with questions and or concerns (offer Gate information, general instructions, and directions).
- ◆ Monitor flights in their area for misconnections or DBCs (denied boarding).
- ◆ Provide arriving customers with boarding passes when required.
- ◆ Must be familiar with the IROP procedures as may be required to assist with other locations based on operational requirement.
- ◆ Process customers accordingly that are affected by misconnection as per Irregular operations policy.
- ◆ May be required to assist Arrivals (see Arrivals) when the operation requires.

MAPLE LEAF LOUNGE (MLL)

Domestic, Transborder and International MLL:

- ◆ Specialists assigned to any lounge must be MLL trained.
- ◆ Specialists assigned to **DOM MLL AF** and **TBR MLL AF**
 - Positioned in the main lounges (DOM, TBR MLL).
 - Must pick up a **PDA** and sign into **GroundTask**.
 - Breaks and break coverage tasks for Main Lounges, YYZ Café and TBR Express will be **assigned through GroundTask**.
 - When not covering breaks, MLL AF CES will be responsible for **assisting CCT customers** entering/departing from the lounge.
- ◆ Responsible for ensuring only customers who are entitled to Lounge access enter.
- ◆ Always keep the MLL reception area clean and clutter free.
- ◆ Scan each customer's boarding pass in CM and verify gate information etc.
- ◆ Swipe their membership/AP card into the lounge AIMS system to ensure lounge eligibility.
- ◆ Use the customer's name and always remember to smile.
- ◆ Use eye contact and listen attentively - never interrupt a customer.
- ◆ Show empathy and always put yourself in the customers' shoes; treat with Care & Class.
- ◆ Always return any items the customer has given you (e.g., passport, boarding pass, or Altitude card) as well as offer new boarding passes in hand; do not place on counter.
- ◆ Assist with any/all requests such as, eUpgrades, same-day change, same-day upgrades, seat changes, gate information.
- ◆ Promote and offer upsell to Premium Economy class and same-day upgrade.
- ◆ Proactively anticipate and understand customer needs such as MLL services and product offerings and identify special requirements.
- ◆ Understand all the offerings and facilities of the lounge and ensure first-time lounge guests are informed.
- ◆ Verify guest eligibility and process guest pass payments as required.



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- ◆ Specialists should be very knowledgeable of other lounges including the Air Canada Signature Suite product and those who are eligible to enter. Only offer this exclusive product to customers who qualify.
- ◆ Report any customer feedback (complaints and compliments) or lounge irregularities.
- ◆ The reception desk must always be staffed and cannot be left unattended.
- ◆ The use of personal devices is not permitted.
- ◆ The amenities in the MLL are for the exclusive usage of eligible customers; *under no circumstances should any of the food, drinks, magazines, newspapers, or any other service item be used by an employee for their own consumption or usage.*
- ◆ Offer final assistance, "Is there anything else I may help you with today?"
- ◆ Where appropriate, reference to the customer's Altitude status and always recognize Million Mile Members by thanking them.
- ◆ Thank the customer for their loyalty and for choosing Air Canada and invite them back.
- ◆ Specialists should have a general knowledge of Aeroplan/Altitude program.
- ◆ Understand the lounge entry system, know how to register members, and validate access on entry into the Lounge.
- ◆ Will be cross utilized with Premium Check-in as required.
- ◆ May have 'ad hoc' requests from Management to assist identified customers and ensure a seamless travel experience.
- ◆ MLL specialists may be cross utilized between other MLL locations as per operational requirements.
- ◆ **Will be required to assist CCT customers to their gate when more than one (1) MLL CES is present, or when the podium position is not busy.**
- ◆ Monitor shower usage and utilize the Shower Management paging tool when a waitlist is required.
- ◆ CES are responsible to report any security alarms/alerts to the GTAA.
- ◆ In the Domestic lounge where E-gates have been installed, **Entry Podium CES** will monitor the entry flow, prioritize SE, and assist customers when entry fails/when entering with a guest.
 - Familiarize with the 3 Hour Limit Access Policy
 - Additional staff will be assigned to the Assistance/Service Desk located inside the lounge and will help desks with ad hoc requests (seat changes, same-day changes, standby early, e-Upgrade requests, etc.)

MLL Transborder Lite:

- ◆ Located at the US Regional departure area (Gate F91-97).
- ◆ Perform all duties outlined in the "Maple Leaf Lounge (MLL)" job description.
- ◆ May be required to support other Lounges/areas as operation requires.
- ◆ CES are responsible for reporting any security alarms/alerts to the GTAA.

Air Canada Café:

- ◆ Located in the area across from D20.
- ◆ May be required to support other Lounges/areas as operation requires.
- ◆ Responsible for assisting qualifying priority customers with the Café's entry process.
- ◆ Perform all duties outlined in the "Maple Leaf Lounge (MLL)" job description.
- ◆ CES are responsible for reporting any security alarms/alerts to the GTAA.

CUSTOMER SERVICE DESK (CSD)

- ◆ CSD Locations:
 - **Domestic CSD** – D-Gates, beside the Shoeshine booth, at bottom of the escalator/elevators leading to the Domestic to International Connection corridor and the Domestic Employee Lunchroom.
 - **Transborder CSD** – F-Gates, along the corridor leading to gates F82/83.



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- **Pier G CSD** – Situated in the middle of the Pier-G gate area, adjacent to the MLL Lite.
- **International CSD** – E-Gates, at the bottom of the escalator/elevator leading from level 3, across from the INTL Money Exchange booth.
- ◆ Subject to Gate and IROP training.
- ◆ Will report to their Area Operations Manager (OM).
- ◆ Specialists will coordinate their breaks amongst themselves to ensure CSD is never left unattended. Should additional coverage be necessary, contact Deployment.
- ◆ Specialist bid CSD will be assigned to support Line Entrance/Kiosk positions. The kiosk function is to support customers using the kiosks to resolve their issues.
- ◆ May be asked to support other CSD throughout the airport (DOM, US, INTL, Pier G – US REG)
- ◆ **One CSD CES will be assigned as PDA. This CES is required to pick up a PDA and be signed into 'Ground Task'.**
 - Ground task may consist of a Standard of Treatment - "SOT" task, this will mean the CES will need to make an announcement regarding a delayed flight including the reason for the delay.
 - If no reason has been assigned to the "SOT" task applicable flight, CES will contact STOC for details.
 - **Add a flight comment when announcement was made (ex. "Flight AC101 delayed til 0900" announcement made at 0530)**
- ◆ Support with "hot connections" or flights with "busted connections".
 - Assist customers with questions; offer gate information, general instructions, and directions.
 - Responsible for delivering AG1 (GenDec) to the applicable flights prior to boarding (INTL CSD only).
 - Support with denied boarding, flight cancellations and misconnections.
 - Assist with rebooking customers.
 - Assist our Priority customers in Priority Lane with questions, concerns, and rebooking inquiries.
 - Ensure the proper processing and handling of customers with SSRs UMS, DPNAs, DEPAs, DEPU, ESCT, PRSN, CAPO, MEDA, etc. Please refer to ACpedia – for further details.
 - Must be familiar with the **Automated Customer Recovery** system and how to issue or re-issue hotel, meal and ground transportation offers through **Agent UI** on SmartSuite when required.
 - Support inbound operations with the printing/distribution of boarding cards and packages (hotels/meals) for misconnections, if and when required.
- ◆ **INT CSD CES** will add reminders for International flights to pick-up GenDec through CM.

Disruption Process:

- Process customers that are affected by irregular operations.
- Rebook all affected flights of the customer's journey.
- Process customers accordingly that are affected by misconnection as per Irregular operations policy.
- Make announcements every 15 minutes to update our customers with the expected departure and arrival times, along with advice regarding the next update time.
- May be required to become mobile and assist arriving customers with busted connections on their original flights, meeting the flights on a pro-active basis observing the following procedure: assess the reason for delays (AC controllable or uncontrollable) prepare documents customers will require upon arrival in YYZ, such as new boarding cards, meal and/or hotel vouchers.
- Be familiar with and understand our responsibility when it comes to the Airline Passenger Protection Regulation (APPR) and the standards of treatment.
- Must have working knowledge of the Disruption Transfer function.
- Must have a working knowledge of Timatic.

- Must be familiar with the **Automated Customer Recovery** system and how to issue or re-issue hotel, meal and ground transportation offers through **Agent UI** on SmartSuite when required.

OPS SUPPORT

Connections and All-functions.

***** Daily function assignment and location will vary depending on operational demands. *****

- ◆ Required to pick up a radio and PDA.
- ◆ Subject to IROP and gate training.
- ◆ **Primarily tasked to support Connections.**
- ◆ **Secondary, will be assigned as required.**
- ◆ Required to be signed into Ground Task on PDA.
- ◆ Will communicate with Hub Customer & Baggage Flow, Deployment, and the area Operations Manager (OM) when necessary.
- ◆ Coordinate with Connections Lead Station Attendant (LSA) to proactively rebook customers who have been disrupted.
- ◆ Meet late-arriving customers at their inbound gate and direct them to their new flight as required.

ITT:

- ◆ Located on the Arrival level, beside the GTAA Curbside Assistance drop-off point, across from the INTL Money Exchange Booth.
- ◆ Will be **dynamically staffed** when necessary.
- ◆ Subject to IROP and Gate training.
- ◆ May be required to assist with any new connection processes.
- ◆ Assist customers with visible and non-visible disabilities and track customers in the automated Passenger Scanning Application.
- ◆ Assist and direct customers arriving from OAL flights and connecting to Domestic flights.
- ◆ Remind customers that liquids/gels over 100ml must be placed in their checked baggage.
- ◆ Communicate with the Gate Lead/OM for tight connections.
- ◆ Collect same day change fees (SDCF) for voluntary changes (Transborder to Domestic).
- ◆ Rebook customers and ensure they are accepted when required.
- ◆ Reprint baggage tags and re-tag luggage when required.
- ◆ Issue hotel/ground transportation/meal vouchers for disrupted customers if required.
- ◆ Track late arrivals using AC FIDS.
- ◆ Assist any disrupted customers – working knowledge of Disruption Transfer.
- ◆ Be familiar with and understand our responsibility when it comes to the Airline Passenger Protection Regulation (APPR) and the standards of treatment.
- ◆ Collect excess baggage charges and any other applicable fees as required.
- ◆ Ensure customers travelling with AVIH, WEAP, and AMMO have the correct forms/tags/SSRs for connecting flights. (WEAP/AMMO requires a new form for each connection)
- ◆ Ensure the proper processing and handling of customers with SSRs – WEAP, AMMO, UMS, DPNA, DEPAs, DEPU, ESCT, CAPO, PRSN, MEDA, DPNA, etc. (Refer to ACpedia for further details).
- ◆ Must be familiar with the **Automated Customer Recovery** system and how to issue or re-issue hotel, meal and ground transportation offers through **Agent UI** on SmartSuite when required.
- ◆ May be required to work inside the Baggage Hall to process onward connections and paging customers.
- ◆ Must be familiar with ITD flight process.
- ◆ Will be assigned to the **'Point Position'**:
 - The Point person is responsible for reviewing the hand-over package at the beginning of the shift to obtain an operational overview.

- The point person will be located at the entrance to the ITT connection belt to direct customers.
- Direct customers to the desk for re-tagging, reseating, or rebooking.
- The Point Position cannot go unattended at any moment.

ITPC Rework:

- ◆ ITD Rework Desk is located on level 3, adjacent to the Rainbow CCT area, in front of US Security
- ◆ Radio required - Knowledge of radio use and etiquette.
- ◆ Effective communication with other CCT areas.
- ◆ Subject to gate and IROP/Disruption training
- ◆ Responsible for re-protecting late/disrupted customers.
- ◆ Assist arriving customers with busted connections; page by name, rebook them, issue new boarding cards and issue vouchers etc. for the re-routing as required.
- ◆ Issue porter vouchers, meal vouchers, hotel vouchers, ground transportation, etc.
- ◆ Work with the Connection teams for any busted connections from DOM or INTL flights.
- ◆ Rebook delayed customers not protected.
- ◆ Be familiar with and understand our responsibility when it comes to the Airline Passenger Protection Regulation (APPR) and the standards of treatment.
- ◆ Ensure the proper processing and handling of customers with SSRs, DEPAs, DEPU, ESCT, PRSN, and MEDA.
- ◆ Communicate with our Star Alliance Partners e.g., UA when required.
- ◆ Report to OM.
- ◆ Must be well versed in the intricacies of baggage manipulation using CM.
- ◆ Must be trained and well versed with the ITDS recheck software.
- ◆ Be available to reprint boarding passes and clean up any CPR anomalies.
- ◆ Courteously mitigate baggage irregularities within CPT records.
- ◆ Assist all US Customs questions/concerns regarding AC Processes, especially those relating to ITD and baggage reconciliation. Must be able to sit/stand for the entire shift.
- ◆ May be asked to pro-actively discuss irregularities with US Customs or inbound customers.
- ◆ Coordinate with Arrival/Rainbow CCT to ensure proper handling of CCT customers.
- ◆ Working knowledge of ITDS Smart Suite and AC SmartSuite.
- ◆ Pro-actively prevent PAWOBS by addressing Baggage Source Message. (BSM) abnormalities using all applicable Air Canada baggage reconciliation applications.
- ◆ Assist customers with questions; offer Gate information, general instructions, and directions.
- ◆ May be required to assist customers with visible/non-visible disabilities and track customers using the Passenger Scanning App.
- ◆ Support other CNX areas when operation requires.
- ◆ Ensure the proper processing and handling of customers with SSRs – WEAP, AMMO, UMS, DPNAs, DEPAs, DEPU, ESCT, CAPO, PRSN, MEDA, DPNA, etc. (Refer to ACpedia for further details).
- ◆ Solicit and issue tags for Carry-On bags (COB) being checked at the gate once the customer is past USCBP.
- ◆ Must be familiar with the **Automated Customer Recovery** system and how to issue or re-issue hotel, meal and ground transportation offers through **Agent UI** on SmartSuite when required.

NEW

LANDLINE

- Located on the **Ground Level** Check-in counter area.
- Required to pick up a **Radio/PDA**.
- Must be **gate trained**.
- Assist customers checking into a Landline bus segment and tag any connecting baggage they may have.
- Assisting with boarding buses at the Landline bus stop on Ground Level.
- Monitoring CM Arrivals for Landline.

- Meet arriving buses at the Landline bus stop prior to arrival time and assist with deplaning.
- Communicate directly with drivers throughout the boarding process, complete the **"Boarding Completed" Notice slip** (see image below), and hand it over to the driver as authorized for the coach to depart.

LANDLINE		"BOARDING COMPLETED" NOTICE	
FLIGHT DATE:		FLIGHT No.:	
PASSENGER COUNT:	FIREARMS COUNT:	SSR COUNT:	
BOARDING AGENT'S - PRINTED NAME:		BOARDING AGENT'S - SIGNATURE:	

GRH-6040 BOARDING COMPLETED NOTICE REV DATE: 09 MAY 2025

- Directing arriving customers to the departure level for their connecting flights.
- Direct customers with baggage issues to our baggage agents in the Domestic Baggage Hall.
- Coordinate with Fynx (formerly AAS) dispatch for customers requiring accessibility assistance (wheelchair, BLND, DEAF, DPNA, UMR, etc.) both arriving and departing.
- Communicate/coordinate with CNX STOC and/or CNX Lead when necessary.
- Support Landline (L4) and Air Canada (AC) customer bookings, including rebooking for misconnection or early arrivals.
- Same CM procedures apply as Gate process (i.e. open boarding, etc.).
- Add comments on customer's CPT/CPR when necessary.
- Coordinate breaks/lunches with CES also scheduled at Landline assistance.
- **May be required to assist/support with other Connection locations/tasks.**

PAT STAR (Star Alliance)

The Proactive Arrivals Team (PAT) office is a recovery team that help customers connecting in YYZ whose travel plans have been interrupted due to IROPS and/or delays.

- ◆ **Located in STOC.**
- ◆ Will report to the CNX STOC Manager.
- ◆ Required to pick up a radio.
- ◆ May be required to answer calls with requests to activate or re-activate baggage tags on CM.
- ◆ Subject to IROP and gate training.
- ◆ The primary function is to focus on OAL/Star Alliance connections.
- ◆ Investigate all Air Canada late inbound flights to locate hot/missed connection customers to other Star Alliance partner Carriers. (Using FIDS to print out all late inbounds. Using CM to investigate connections.)
- ◆ Communicate with OAL partners when we have late arrivals with connections to other airlines (e.g., call the OAL departure gate or contact their operation center with numbers of customers and bags expected to arrive).
 - Go through all Star Alliance inbound flights except UA and try to find out if any OAL flights are coming in late.
 - For United Airlines, we will request UA operations to send us their daily arrival sheets.
 - Communicate with AC YYZ connection operation to assist with assigning specific runner/star alliance runner to run the check baggage.
 - Contact OAL operations with customer information that we are running with the customer, ensure OAL are expecting them to arrive at gate with Star Alliance PAT Agent.



- If a customer arrives later than the available hold time for OAL flight, please do all possible to protect customer with the next available flight to their final destination.
- ◆ Communicate with YYZ Star Alliance partners regarding any plans for rebooking hot or missed connections.
- ◆ Assist with re-booking if time permits.
- ◆ With late OAL inbound, attempt to communicate with the OAL and see if we can assist with re-printing of AC connection boarding passes.
- ◆ Be familiar with and understand our responsibility when it comes to the Airline Passenger Protection Regulation (APPR) and the standards of treatment.
- ◆ Required to meet late-arriving customers at their inbound gate and direct them to their new flight.
- ◆ May be redeployed to other connection points/positions.
- ◆ Must be familiar with the **Automated Customer Recovery** system and how to issue or re-issue hotel, meal and ground transportation offers through **Agent UI** on SmartSuite when required.
- ◆ Will function as the primary contact to Hub Customer & Baggage Flow, Customer Journey Management (CJM), for disrupted flights with onward connections.
- ◆ Must complete a Star Alliance Report (TDT) at the end of the shift.



MIDNIGHTS

- ◆ Must obtain a radio and PDA at the beginning of their shift.
- ◆ If unable to complete a task, CES must contact Deployment immediately.
- ◆ Assist with regular gate stocking and report any supply shortages to the PM/evening OM so it can be included in the shift synopsis.
- ◆ Duties will be assigned as required by management.

STOCKING

The Stocking specialist's main role is to ensure all Lobby/Gate/MLL/CNX areas are well stocked with ample ACF/ office supplies for both ITO and ASO operations. The Stocking position is now a qualification being that specialized elevator training is required. As a result, **shift trades/partials** are **limited to those with the same qualification**.

- ◆ Complete **Freight elevator certification training** with EDI Elevator Inc.
- ◆ Coordinate with management and with Process & Procedures Coordinator to ensure ample stock /supplies are in all stockrooms (Aisle 2, Aisle 15 and D32 Stockroom) inside/outside security and any other added stockrooms which may be added.
 - Specialists need to be organized, thorough, and accurate when providing supply/inventory counts.
- ◆ Work in unison with the P&P Coordinator - Record weekly inventory on **EXCEL** and provide feedback **via email** and **Microsoft Teams**.
- ◆ Audit signage (Dangerous Goods; APPR; Advise to Passengers, etc) at lobby aisles, customer service desks, gates, CCT areas, and CNX desks.
- ◆ Take regular inventory of all ACF documents/tags, supplies, care & class service kit items from all stockrooms and record/report shortages to the P&P Coordinator when an order is required.
- ◆ Take inventory of all signage and items (such as pylons, pylon inserts signage, counter signage, stanchions, AC belts, etc.) and update Teams spreadsheet and report to P&P Coordinator of shortages.
- ◆ Inventory is done weekly on the same day. All specialists will be trained in the event scheduled vacations require it to be done another day.
- ◆ Utilize and monitor Microsoft Teams chats/files for stocking inventory control, team communications and stock updates (i.e., backorders, and anticipated delivery dates).



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- ◆ Monitor Air Canada email for stock updates and tasks when necessary.
- ◆ Ensure all stockrooms are clean, tidy, and organized so that stock is in its appropriate location. Maybe required to re-label shelves and movement of stock within the stockroom.
- ◆ When notified of a delivery (either by management, FedEx dock workers or P&P Coordinator) Stocking is responsible to ensure delivery is broken down and delivered to all stockrooms.
 - Must be able to **lift, push, pull - repetitive heavy lifting (50lbs)**, unloading pallet orders, receive shipments of all tags, ACF forms, paper products etc. for both ITO and ASO.
 - Will be required to lift and move heavy supplies on carts, weighing over **50lbs**.
 - Issue **GTAA Movement Forms** to transport supplies gate side.
 - Liaise with Process & Procedures Coordinator regarding new product supplies and discontinued products. Remove and dispose (incinerator) discontinued supplies and documents from all areas and distribute new.
- ◆ **During the down times, inspect and organize counters and supplies – maybe asked to support other areas when operation requires.**
 - **Will be required to have their full uniform on base** if redeployed to assist/support other areas.
- ◆ During the stocking task, will receive ASO uniform pieces to wear in place of ITO uniform to avoid soiling/damaging CES uniform pieces.
- ◆ May be asked to assist with Branding ad hoc requests. (i.e., perform inventory/audits, replace/repair signage, stanchion belts and sizers).
- ◆ May be asked to assist/support Department deliveries (furniture, podiums, sizers, etc.) and ad hoc requests.
- ◆ Restock **Care & Class items** in designated locations of memorable moments items/kits.
- ◆ May be requested to pick up any Lost & Found items left at CSDs and bring to the GTAA Lost & Found counter on Ground Level.
- ◆ Replace/Add/Remove job aids to counters/gates/CSDs/Job Aid Binders/MLLs when required.