



AIRPORTS
YYZ GLOBAL HUB

September 15, 2026

VACANCY NOTICE FOR CONCIERGE POSITIONS IN TORONTO

Hello / Bonjour,

The following is a posting for 6 full-time and 2 part-time Concierge positions in Toronto.

Position Summary:

In this role, the Concierge is to offer a professional, personalized, and attentive service to Air Canada's premium customers. Concierges are available at all touchpoints.

Concierges collaborate with all departments to achieve our ambition - To Become a Top Ten Global Airline in Everything We Do.

A true Brand Ambassador, Air Canada Concierge takes great pride in the delivery of Customer Service Excellence with a simple philosophy – "If it's possible, consider it done".

Our Concierge are committed to:

- Anticipating our Top Tier Customers' needs and remaining one step ahead
- Resolving any of our members' concerns by providing personalized solutions
- Building loyalty and trust through the delivery of consistent service
- Learning about our customers, and creating memorable experiences
- Developing a network of contacts and resources that help in accommodating the diverse requests of our top-tier customers.

This position will include all concierge work areas and will be utilized as the operation requires including operating Porsche executive cars within the Airport property, to transport our customers between gates, and other tasks as assigned. A valid driver's license (**full G driver's license**) is required and Airside Vehicle Operators License (AVOP) must be obtained and maintained.

As per the Collective Agreement under L24.05.01, an employee who enters the Concierge work function will serve a twenty-six (26) weeks probationary period. Also, as per the collective agreement, under L24.05.02, an employee who enters the Concierge function must serve at least twenty-four (24) months before leaving the work function.

Additionally, as per section L24.03, all applicants will participate in a structured interview process. Under L24.03.01 notwithstanding the provisions of Articles 6.15.01 and 6.15.01.01, the Company will have the right to select a Concierge from the applicants for such vacancies.

All applicants are invited to apply via the e-transfer tool found on the Aeronet at Home Page > HR Connex > Unifor eTransfer Tool. All applications must be received no later than Tuesday, September 29th, 2026. The applicant's employment record must be free of any discipline.

Sincerely,



Michael Douglas,
Manager, Concierge and Premium Customer Experience - Toronto

cc: Dong Won, Manager Workforce Planning
Samira Rezgui, UNIFOR District Chair YYZ Airport

