



2 October 2026

VACANCY FOR THREE CONCIERGE POSITIONS IN VANCOUVER

Hello/Bonjour Dear Colleagues,

The following is a posting for **3 FT** Concierge position in Vancouver (YVR):

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.

As true Brand Ambassadors, Air Canada Concierges take 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 an elevated level 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. It also demands a fair amount of office work such as professional communication via telephone and business correspondence via email, live chat and phone.

A valid BC Driver's License is required to assist customers using in-terminal carts.

As per the Collective Agreement under L24.05.01, an employee who enters the Concierge work function will serve 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 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 Concierge Agents from the applicants for such vacancies.

All applicants are invited to apply via the e-transfer tool found on the **Aeronet Home Page > HR Connex > UNIFOR eTransfer Tool**. All applications must be received no later than **13:00 hours, local time, on Friday October 16, 2026**.

Sincerely,



Michael Engelhardt
Principal, Concierge and Premium Customer Experience – Canada & Global Strategy

cc:

Cherius Yuen Ting Ong - Workforce Planning Advisor
George Chou - Manager, Workforce Planning
Eric Sokugawa - UNIFOR District Chair YVR Airport