

## **Airport Comfort Enhancer (ACE) & Security Level 1**

Greater London International Airport Authority (GLIAA)

**Full-time Contract | \$20.00/hr | Rotational Schedule | Employee Benefits**

(Weekends, evenings, overnights, holidays)

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### **Job Summary:**

**Customer support is the #1 focus of this position.** Successful candidate to ensure passenger comfort and security through customer service, terminal operations, and emergency response. Prior experience working at an airport/airline would be a definite benefit.

### **Key Responsibilities & Skills:**

- Assist passengers and address inquiries.
- Monitor terminal activity, report issues.
- Handle calls, coordinate emergency responses.
- Conduct facility inspections, oversee service providers.
- Escort authorized personnel airside.
- Respond to security/medical incidents, monitor security systems.
- Manage parking services, lost & found.
- Maintain logs and incident reports.

### **Qualifications:**

- Valid Driver's License
- Strong communication & problem-solving skills
- Security, emergency response, airport operations knowledge
- Ability to work under pressure
- Proficiency in Microsoft Office
- Bilingualism (English & French) is an asset

**Join us in creating a safe, welcoming airport experience!**

**Apply by August 13, 2025**

*Only selected candidates will be contacted.*

*No phone inquiries.*

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