



Position Title: Terminal /Customer Service – Summer Student 2026
Supervisor(s): Supervisor, Airport Terminal

Summary:

This is a summer position for customer service/airport operations, supporting and working with the Airport ACE/SOC Terminal team. This position has shift work, with potential for early mornings or late evenings. We are currently looking for students for employment from mid-May to mid-August. This position averages 40 hours a week with a pay rate of \$20.00/hr.

Job Specific Responsibilities:

- Reporting to Terminal Supervisor or designate
- Welcome visitors and passengers to the airport, providing courteous assistance throughout the terminal. Including assisting passengers with accessibility requests.
- Maintain high situational awareness, addressing potential issues and resolving them, or reporting them to the relevant department.
- Act as the voice of the customer, advocating for service improvements and quality delivery at the airport.
- Answer phones, alarms, and coordinate the dispatch of the appropriate personnel should a response be required.
- Conduct daily facility inspections, including troubleshooting system checks for common-use computers and baggage belts. Assist with terminal tours for groups as directed.
- Respond to unruly passengers, resolve complaints, and ensure a smooth operational environment
- Assist in security investigations as required and ensure compliance with emergency response plans.
- Maintain awareness of airport safety regulations, ensuring readiness of emergency personnel and procedures.
- Assist in maintaining the overall cleanliness and appearance of the airport property and spaces.
- Assist with and support community events at the airport, such as airshow, concert, charity walks, women in aviation, plane pull, etc.
- Other duties as assigned.



Qualifications/Skills Required:

- Ontario Grade 12 or equivalent.
- Ontario G driver's license or equivalent.
- Transport Canada security clearance, a restricted radio operator permit, and an airside vehicle operator's permit are to be completed at the employer within 30 days of hire.
- Strong communication skills and the ability to interact effectively with diverse stakeholders, including passengers, tenants, contractors, and security personnel.
- Ability to remain calm and decisive in high-pressure situations.
- Must be able to work in a fast-paced environment, prioritizing multiple tasks effectively.

Join us in creating a safe, welcoming airport experience!

Apply by April 17th

Only selected candidates will be contacted.

No phone inquiries.

Email resume to: hr@flylondon.ca

Address: GLIAA - Human Resources, 10 Seabrook Way,
London, ON N5V 3B6