



Airport Comfort Enhancer (ACE) & Security Level 1

Greater London International Airport Authority (GLIAA)

**Full-time Contract | \$20.60/hr | Rotational Schedule | Employee Benefits**

(Weekends, evenings, overnights, holidays)

---

### **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 May 22, 2026**

*Only selected candidates will be contacted.*

*No phone inquiries.*

**Email:** [hr@flylondon.ca](mailto:hr@flylondon.ca)

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