



Saskatoon Airport

## Coordinator, Customer Relations

At Skyxe Saskatoon Airport we are committed to be Canada's most valued airport experience. We continue to focus on our guests, working with our airport partners we are dedicated to provide our guests with an outstanding level of service quality with enhanced facilities, services and infrastructure. Skyxe invites applications from qualified individuals who are looking to be part of a dynamic team, for the position of Coordinator, Customer Relations.

Reporting to the Manager, Customer and Terminal Services, the Coordinator, Customer Relations works collaboratively with the team to support Service Quality and Business Development at Skyxe, with a focus on marketing and communications.

### Duties and Essential Job Functions

#### **Marketing:**

- Assist in the development and implementation of marketing plans in relation to airport products and services (parking, air service, ground transportation, retail)
- Manage website content management system and conduct regular reviews and updates
- Manage Skyxe social media accounts, including content creation, scheduling, and reporting
- Manage the creation and deployment of tactical marketing initiatives
- Manage and execute airport and community events
- Support Skyxe advertising program

#### **Communications:**

- Development of internal and external communication plans
  - Product launch plans
  - Construction communications
  - Crisis communications
  - Media response plans
  - Key message development
  - Community consultations plans
  - Employee and airport stakeholder communications
- Development of the Annual Report
- Prepare other various presentations and reports as assigned

#### **Airport Ambassador Program:**

- Oversee the Skyxe Ambassador (volunteer greeters) program
- Develop Ambassador communications
- Develop and distribute Ambassador newsletter
- Develop program and implement recruitment strategy

### **HOW TO APPLY**

Like what you see and think you have what it takes to join the Skyxe Team

Qualified Candidates are asked to forward resumes by

**May 16, 2019**

To  
[Careers@skyxe.ca](mailto:Careers@skyxe.ca)

Attn: Pam Oakenfold,  
Human Resources  
Administrator

Suite 1  
2625 Airport Drive  
Saskatoon, SK, Canada  
S7L 7L1

T: +1 306 975 4275  
W: [www.skyxe.ca](http://www.skyxe.ca)

***We thank all applicants  
for their interest,  
but only those selected  
for an interview will be  
contacted.***



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### Service Quality:

- Liaison with airport tenants and service providers to provide support, and ensure consistency with operating activities
- Manage the signage & wayfinding programs to ensure quality and compliance
- Manage the Service Quality Survey program (ASQ)
- Provide support for various Skyxe working groups (community consultation, air service group, service quality group, quarterly retail meetings)
- Support Duty Managers and Curbside Operations in the tracking, reporting and effective and timely follow up and resolution to customer feedback and complaints

### Terminal Services:

- Develop new signage and wayfinding as needed
- Assist in Official Languages auditing and improvements
- Develop and manage the Skyxe ActionX training program for all airport new hires
- Manage air terminal building cleaning contracts and relationships

### Business Development:

- Research business development opportunities as assigned
- Assist with retail program as required
- Build reports based on data analysis

### Other:

- Assist with budget planning and tracking
- Support BDSQ department with other duties as assigned

### CONCLUSION

This position description describes the major duties of this position but does not, however, preclude other related duties being assigned from time to time, in the achievement of the Skyxe Saskatoon Airport Business Plan and as organizational priorities demand.

### Education and Professional Experience

- Post-secondary education in marketing, communications, or equivalent work experience in a similar field
- Minimum 3 years of experience in marketing, communications, or customer service
- Graphic design experience considered an asset

Suite 1  
2625 Airport Drive  
Saskatoon, SK,  
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S7L 7L1

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**Position Knowledge, Skills and Abilities Requirements**

- Knowledge of regulations pertaining to airport, aviation and related agency operations is beneficial.
- Outstanding communication (oral & written), organizational and interpersonal skills to professionally manage multiple projects in a customer centric environment.
- Strong awareness and commitment to a healthy and safe workplace environment.
- Fully computer literate including Microsoft Office and various software applications.
- Experience in Adobe Creative Suite considered a strong asset.
  
- Ability to grow and maintain positive relationships with people and partners.
- Ability to manage conflicts, solve problems and action critical corporate decisions.
- Ability to work in an open environment where cooperative relationships are encouraged and diverse opinions are respected.
- Ability to perform in accordance with the Corporate Code of Conduct

**Must have an ability to obtain:**

- Transportation Security Clearance
- An Airside Vehicle Operators Permit, and an Industry Canada Radio licence
- A valid Saskatchewan Class 5 Driver's Licence
- A valid First Aid & CPR Certification

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