

COMMUNICATIONS AND CUSTOMER EXPERIENCE ADMINISTRATOR

PERMANENT FULL TIME



Regina Airport Authority requires a Communications and Customer Experience Administrator is responsible for the planning, communication, coordination, execution, and day-to-day administration of various customer experience, revenue development, communication, marketing and commercial initiatives. The position is accountable for ensuring many different initiatives are tracked, developed, and move through to completion, whether by working with advertising agencies, internal teams, individually, or coordinating with partners. This position helps ensure the delivery of great experiences for travellers, partners, and stakeholders on their journey with the Regina International Airport. The broad range of duties will also include routine administrative tasks, customer relationship building, and supporting the department Manager with clerical and administrative support.

ABOUT REGINA AIRPORT AUTHORITY

Employment at RAA

- Competitive salaries
- Group Health Insurance Plan
- Defined Contribution Pension Plan (7.5% match)
- Personal Wellness Spending Account
- Healthcare Spending Account
- 3 weeks paid vacation leave
- 3 weeks paid sick leave
- 1 week paid personal and family related leave
- Meaningful work that makes an impact
- Career growth and promotion opportunities
- Recognition of employee service anniversaries
- Employee and family events
- Free parking

Learning and Training

- Robust training program including core, positional and enhanced training
- Encouragement of lifelong learning through education and training opportunities
- Team member review designed to focus on individual career development and ongoing coaching, support and feedback

Community

- Actively promotes and supports our community through several initiatives including sponsorships.

Communication

- Town-hall style staff meetings offered during the year
- Frequent communication through several different platforms
- Employee surveys
- Company intranet ("The Portal")

OUR MISSION

To be an engine of economic activity and social connectivity through air travel.

OUR VISION

To be Saskatchewan's best airport experience.

WHO WE ARE

Exceptional people doing an exceptional job every day through demonstrated operational and customer service excellence.

HOW TO APPLY

Like what you see and think you have what it takes to join our team?

Submit your cover letter and resume in confidence on or before February 3, 2025, by emailing hr@yqr.ca and quoting the position you are applying for in the subject line.

We thank all applicants for their interest. Only shortlisted candidates will be contacted.

RESPONSIBILITIES

- While promoting safety awareness, perform all duties with an ownership attitude in compliance with corporate policies and procedures.
- Assist with ensuring appropriate incident command response procedures are carried out in the event of an emergency.
- Perform all duties and responsibilities in a manner consistent with the companies Mission, Vision and Corporate Values.
- Respond to operational emergency situations during and after standard hours of work for the purposes of resolving immediate concerns to ensure the safe and efficient operation of the airport.
- Provide administrative and clerical support as needed to the Department Manager, including taking meeting notes and managing department files both digital and paper.
- Planning and coordinating communications, marketing and customer experience projects in tandem with department head, internal departments, partners, and advertising agencies to gather requirements, provide direction, and facilitate communications.
- Work with advertising agencies and third-party contractors on the delivery of creative services.
- Develop communication and respond to customer service inquiries.
- Assist with customer experience requirements including answering phones.
- Monitor, publish content, and respond to inquiries on various social media channels.
- Track department's projects within a project management system.
- Update communication tools including the website, presentations, and signage.
- Implementation and administration of various airport accessibility and disability programs and special requests.
- Work with food & beverage, retail, transportation and other commercial vendors and partners on customer experience and quality assurance initiatives.
- Oversee airport's customer experience survey programs.
- Assist in the development of request for proposals for various commercial programs.
- Develop and implement opportunities to drive and maximize non-aviation revenue such as rental cars, parking, retail, food and related airport concessions.
- Help administrate relationships with concession vendors and commercial operators.
- Support community partners and coordinate community events hosted by or associated with the airport.
- Audit stock levels of physical communications and advertising collateral, re-order, re-stock or notify partners of stock levels, as well as promotional merchandise inventory control.
- Organize digital and physical files, photos, documents, and projects.
- Contribute to and support corporate events, initiatives, and internal committees.
- Participate in regulatory and corporate prescribed training and development activities.
- Understand and comply with all Corporate Policies and Procedures.
- Other related duties as assigned.

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EDUCATION AND PROFESSIONAL EXPERIENCE

- Recognized post-secondary education diploma in marketing, communications, or business administration, equating from two (2) and up to three (3) years of study and 18 months of job-related training and experience; or 48 to 60 months of job-related training and experience.
- A background that demonstrates strong sales experience would be an asset.
- Equivalent combination of education and experience would be considered.

REQUIREMENTS

- Strong communication, organizational and interpersonal skills to professionally manage a multitude of tasks in a customer focused environment.
- Ability to grow and maintain positive professional relationships with corporate departments, key business partners and team members.
- Capable of performing within a transparent work environment where collaborative relationships are encouraged, and varied opinions are respected.
- Strong awareness and commitment to a healthy and safe working environment.
- Exceptional interpersonal, verbal and written communication skills, with the demonstrated ability to work independently and collaboratively as a positive team member.
- Highly effective project management, prioritization, multi-tasking, problem-solving and time management skills to deliver excellent outcomes and meet deadlines.
- A love for administration and working on both new and regular, reoccurring projects
- Experience managing a variety of large and small marketing campaigns, corporate communications projects, websites, and social media properties.
- Direct experience publishing digital content to websites, and various social media platforms.
- Experience in front-line customer service, communicating in both verbal and written formats.
- Excellent writing, grammar, document editing, attention to detail, and proof-reading skills.
- Critical and logical thinking skills, analysis, and/or reasoning to identify underlying principles, reasons, or facts.
- Strong computer skills, including Microsoft based applications with the ability to learn and adapt to new technology.
- Experience with commercial contracts an asset.

RATE OF PAY

As per the collective agreement:

- Band: 7
- Rate of Pay: \$42.73 - \$46.19

CONDITIONS OF EMPLOYMENT

- No previous criminal background for which a pardon has not been granted.
- A clear pre-employment National Criminal Record through Regina Airport Authority's background screening process.

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- Ability to secure and maintain a Transportation Security Clearance within the prescribed employment probationary period.
- Possession of a valid Saskatchewan Class 5 driver's license or equivalent with a clean driver's abstract.