

**YYJ****VICTORIA
INTERNATIONAL
AIRPORT**201-1640 Electra Blvd
Sidney, BC, Canada V8L 5V4**T** 250.953.7500
F 250.953.7509**JOB POSTING****Passenger Experience and Programs Officer****Competition No. #2026-12****Starting Hourly Rate: \$53.01 (after completion of 6-month probation: \$55.81)****Classification Band 7**

Victoria International Airport (YYJ) is Vancouver Island's gateway to the world, connecting more than 1.9 million passengers annually to key domestic and seasonal international destinations. Operated by the Victoria Airport Authority (VAA), a not-for-profit, non-share capital organization, YYJ plays a vital role in regional connectivity and economic growth. VAA operates from the homeland of the WSÁNEĆ people whose historical relationship to the land continues to this day.

YYJ has been recognized as one of BC's Top Employers annually since 2020. It has also received the Airports Council International award for Best Regional Airport in North America in 2012, 2014, 2020 and 2024. Since April 1, 1997, the Victoria Airport Authority has managed and operated YYJ on behalf of the surrounding communities, delivering a safe, secure, sustainable, and efficient airport experience.

Career Opportunity:

Victoria Airport Authority is looking for a regular full-time **Passenger Experience and Programs Officer** to help shape exceptional, inclusive, and memorable experiences for everyone travelling through Victoria International Airport (YYJ).

In this dynamic role, you will lead and coordinate a diverse portfolio of programs and initiatives across the airport from customer service, accessibility and wayfinding to passenger feedback, terminal amenities and special programs. Working collaboratively across VAA and with airport and community partners, you will use passenger data and insights, industry trends and best practices to identify opportunities and turn them into meaningful improvements.

This is an exciting opportunity for a customer-focused professional who brings strong project management and analytical skills, creativity, collaboration and a passion for service. You'll have the opportunity to lead a diverse portfolio of programs, work with partners across the airport community and bring new ideas from concept through implementation, making a visible impact on how passengers and visitors experience YYJ.

The Passenger Experience and Programs Officer is a unionized position and normally works a 37.5-hour work week during regular administration office hours.

What You'll Bring:

- Post-secondary education in hospitality management, business administration, marketing, or a related field, combined with a minimum of **five years of experience in customer experience management**, preferably in aviation, hospitality, or a similar operational environment. An equivalent combination of education and experience may be considered.
- Demonstrated experience developing and implementing **customer-focused programs and initiatives** that improve service and the overall customer experience.
- Strong **project management, organizational and analytical skills**, with the ability to manage multiple initiatives and use feedback and performance data to identify opportunities for improvement.

- Excellent **communication and relationship-building skills**, with the ability to collaborate effectively across teams and with a diverse range of external stakeholders.
- Strong **strategic thinking and problem-solving skills**, with an interest in identifying innovative approaches and technologies to enhance the passenger experience.
- Knowledge of **airport or terminal operations, regulatory requirements and accessibility standards** is an asset, as is experience with customer feedback tools such as ASQ, HappyOrNot, Qualtrics or Medallia.
- Experience developing or delivering **customer service training** is an asset, as is being bilingual in **English and French**.

Other Requirements:

- Must be eligible to work in Canada.
- Must be willing to work outside normal work schedule to meet operational requirements as needed.
- Within six (6) months of hire, the successful candidate must obtain and maintain the appropriate level of Airport Security Clearance (RAIC) as a condition of employment.**

VAA is part of the federally regulated air transportation sector and employees must abide by any potential future federally mandated health measures (e.g. COVID-19 vaccination/booster shots).

Please refer to the full list of requirements and duties found in the job description on [VAA's website](#).

VAA Values

At VAA we're proud to be living our Values:

People	We work as a team, supporting and respecting one another to bring out the best in each of us.
Excellence	We lead in safety, quality, and innovation to create exceptional experiences.
Integrity	We ensure that honesty, equity, and accountability are the cornerstones of everything we do.
Community	We foster meaningful relationships through service excellence and responsible stewardship.

Applications:

Take your career to new heights – submit your application today!

Interested applicants may submit their Cover Letter and Resume quoting Competition **#2026-12** by emailing Agilus by **4:00 pm, Wednesday, September 23rd, 2026** at arsenault@agilus.ca.

An eligibility list to fill future vacancies may be created.

VAA is located on the homelands of the W̱SÁNEĆ People and as a result, qualified self-identified Indigenous applicants are encouraged to apply and may be given preference during the recruiting and selection process.

VAA values inclusion and accessibility and is committed to providing reasonable accommodation for applicants and employees with disabilities. If reasonable accommodation is needed to take part in the job application or interview process, please contact humanresources@yyj.ca.

Please ensure your application clearly identifies how you meet the education, experience, and knowledge requirements stated in the job description.

We sincerely appreciate the interest of all applicants; however, only those selected for further consideration will be contacted.

** The Restricted Area Identification Card (RAIC) is a security pass issued by local airport authorities to all non-passengers working in the restricted areas of airports.