



AIR CANADA

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Air Canada Expands Montreal Call Centre, Creates more than 150 Jobs

MONTREAL, Oct. 27, 2011 /CNW Telbec/ - Air Canada today announced that as a result of the expansion underway of its Montreal customer service call centre, the airline has created more than 150 new, full-time positions for qualified call centre agents. In October, Air Canada filled 50 new call centre positions and is in the process of filling an additional 100 positions in the coming months bringing the total number of agents at its Montreal call centre to more than 250. Candidates must be proficient in English and French and customer-focused with excellent customer service skills. Interested candidates can apply online at www.aircanada.com/careers.

"We are thrilled to have begun the expansion of our customer service call centre in Montreal. This is great news for our customers as we continue ramping up our capacity over the coming months to improve customer response times and overall service levels," said Susan Welscheid, Senior Vice President, Customer Service. "As a major Montreal-based corporation, it is doubly gratifying that we can increase our contribution to the local economy with the creation of more than 150 new jobs while drawing from a large pool of highly qualified bilingual candidates, unique in the world."

As an international airline, Air Canada operates a number of customer service call centres around the world, the largest of which are in Canada located in: Saint John, NB; Toronto, ON; and Winnipeg MB; as well as its U.S. call centre in Tampa, FL. In total, Air Canada employs more than 700 call centre agents in North America.

Air Canada was ranked Best International Airline in North America in a worldwide survey of more than 18 million airline passengers conducted by independent research firm Skytrax for its 2011 World Airline Awards. Also in 2011, Air Canada received top honours for Best Flight Experience to Canada in *Executive Travel* magazine's 2011 Leading Edge Awards readers' survey, for the fourth consecutive year. In 2010, Air Canada took five top honours in *Business Traveler's* 'Best in Business Travel' award program, the most first place awards won by any airline in the world in the influential magazine's reader survey. Readers of *Global Traveler* magazine voted Air Canada Best Airline in North America, for the sixth consecutive year in their 2010 reader survey.

Air Canada is Canada's largest domestic and international full-service airline providing scheduled and charter air transportation for passengers and cargo to more than 175 destinations on five continents. Canada's flag carrier is the 15th largest commercial airline in the world and serves over 32 million customers annually. Air Canada provides scheduled passenger service directly to 60 Canadian cities, 57 destinations in the United States and 60 cities in Europe, the Middle East, Asia, Australia, the Caribbean, Mexico and South America. Air Canada is a founding member of Star Alliance, the world's most comprehensive air transportation network serving 1,185 destinations in 185 countries. Air Canada customers can collect Aeroplan miles for future rewards through Canada's leading loyalty program, and Top Tier members enjoy reciprocal frequent flyer benefits including lounge and priority services. For more information on Air Canada visit aircanada.com and follow [@AirCanada](https://twitter.com/AirCanada) on Twitter and Facebook.

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