GARDAWORLD
Careers

Facilitator

Reference	1172936000
Work locations	Goffs (Nova Scotia, Canada)
Published	November 8, 2026

The position

Do you have a passion for customer service? Do you have a fluent knowledge of English and French? Are you looking to start a career with a big company? If so, GardaWorld is the place for you! Join our diverse and dynamic team, and embark on a path that will allow you to grow both professionally and personally.

As an facilitator, you will provide bilingual customer service and engage with passengers who need additional assistance through the screening process. You will be trained in standard operating procedures and will learn about pre-departure screening procedures for special screening situations.

Facilitator Job Responsibilities

- Provide a high level of customer service to the travelling public.
- Engage with passengers and provide assistance to those who need help with hearing loss, loss of vision, limited mobility, etc.
- If you ask, accompany passengers with a check, help them do their business and explain the process.
- Explain the options available to the passenger for the control of his/her person and special items, medical devices and aids, and sensitive cultural or religious items.
- Provide information on CATSA's regulatory signs to passengers with vision loss (using CATSA's touch communication brochure).
- Work closely with screening officers and liaise with front-line stakeholders to ensure that passengers receive exceptional customer service.
- Proactively intervene as needed, either in the queue or on the control line.
- Maintain current knowledge on disability issues and initiatives, with a focus on those in the transportation sector (e.g. Sunflower Lanyard for people with invisible disabilities).

© GardaWorld 2021 - Tous droits réservés © 2026 - optimisé par novijob™

novijob.com novijob.com novijob.com novijob.com novijob.com novijob.com novijob.com novijob.com

Facilitator Qualifications

- Post-secondary education or equivalent work experience.
- Strong empathy, active listening and customer service skills
- A minimum of 1 to 3 years of customer service experience.
- Ability to communicate fluently, clearly and effectively in French and English
- Ability to adapt to client needs/situations, provide appropriate solutions or alternatives.
- Ability to provide physical support to passengers with reduced mobility, upon request.
- Ability to stand and walk for long periods.

Employment Details

- Hourly rate: $28.84/hour
- Employment Type: Part time (Unionized)
- Location: Halifax, NS

If you're ready to roll your sleeves and dive into an exciting opportunity, we want to hear from you! Apply now and build something incredible together

AVATL

Search for reference 1172936000 on the Canadian GardaWorld careers portal.

novijob.com novijob.com novijob.com novijob.com novijob.com novijob.com novijob.com

© GardaWorld 2021 - Tous droits réservés © 2026 - optimisé par novijob™