

## Introduction

Hamilton International Airport takes pride in educating future aviation professionals and watching students evolve into active members of the airport community. The Airport is committed to providing a supportive environment for students, where they can grow, learn and achieve their goals through a firsthand and engaging High School Co-op Program.

Hamilton International accepts a limited number of high school students for semester-long co-op placements. Students interested in a placement at the Airport should contact the co-op facilitator at their school. Hamilton International has the following co-op placement opportunities available for the 2025-2026 school year:

	Department	Time of Day	Hours
Summer 1 Student	Marketing, Communications and Customer Experience	Full Day Placement	9am-to 4pm
Summer 1 Student	Marketing, Communications and Customer Experience	Full Day Placement	9am to 4pm

## Position Description

### Marketing, Communications, and Customer Experience Co-op Placement

Hamilton International is seeking a motivated and enthusiastic high school co-op student for our Marketing, Communications, and Customer Experience Co-op Placement. This position offers an exciting opportunity to gain direct experience in various aspects of marketing, communications and customer service. Responsibilities of the position may include, but are not limited to:

- Media Monitoring, including review of top industry news coverage and preparing regular media reports for internal audiences.
- Social Media Management, including supporting the team by drafting content, monitoring social media channels and contributing ideas for social media initiatives to increase brand awareness, audience engagement and reach.
- Content Creation, including supporting the team by drafting content for newsletters, website, presentation and other materials, editing videos and assisting content review content, such as for proofreading and clarity.
- Market Research and Analysis, including supporting the team on reviewing and analysing customer surveys, industry trends and competitor activities, as well as reviewing and preparing customer data reports to support Airport and Airport partner marketing strategies, operational plans and decision-making.
- Customer Experience Enhancement, including assisting at the customer information desk, working with Airport volunteers and contributing ideas for improving the customer experience by gathering feedback and proposing solutions.

- General Administrative support to the marketing, communications and customer experience team, including organizing files, assisting with inventory management, and maintaining documentation.

## Qualifications

The nature of the Airport environment requires that candidates meet the following qualifications:

- Be enrolled in Grade 11 or 12 at a secondary school within the Hamilton District School Board or Hamilton Catholic District School Board
- Be currently enrolled in a high school co-op program, preferably with an interest on business, marketing or communications.
- Effective communication skills, both written and verbal.
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint).
- Basic understanding of social media platforms (Instagram, Facebook, Twitter, LinkedIn)
- Ability to work effectively in a team environment and independently with minimal supervision.
- Enthusiasm for learning and a positive attitude.
- Ability to conduct oneself in a professional manner, including being polite and courteous to Airport guests and partners
- Able to follow strict regulatory requirements and work with confidential and sensitive information

In return, the position will offer students the following benefits:

- Direct experience in marketing, communications and customer service.
- Exposure to various aspects of complex business environment.
- Opportunity to develop valuable skills and build a professional network.
- Flexible work hours to accommodate school schedules.
- Commitment from the Airport to provide a safe, healthy working environment

## Next Steps

Students interested in pursuing an opportunity with Hamilton International Airport's High School Co-op Program should contact their high school coop placement office. Applicants must:

- Provide a completed Hamilton International Airport Co-op Program Application Form
- Provide a copy of their résumé
- Participate in an interview with the Airport's co-op supervisor

Successful candidates will be provided orientation at the outset of their placement to ensure they are positioned for success.

## Contact Information

Colleen Ryan

Associate Director, Marketing, Communications & Customer Experience

cryan@flyhamilton.ca