

# JOB PROFILE – Freight Agent



Are you looking to work for one of Canada's Best Managed Companies? Do you enjoy working with a close team of supportive professionals? Do you want to commit to an organization with an outstanding record for safety and reliability? Are you searching for an employer who provides amazing perks and works hard to provide a work-life balance for their employees? If so, look no further!!

Freight Agents are driven to take customer service to a higher level while balancing multiple priorities. With excellent organizational skills, the successful applicant excels at providing efficient friendly service to each of our customers while coordinating freight services.

**WORK HOURS:** Shifts will vary based on operational needs. Shifts will include working weekends.

**LOCATION:** Vancouver Inner Harbour, 1055 Canada Place

**TERM:** Part-Time Temporary

**DEPARTMENT:** Ground Operations

**COMPENSATION AND BENEFITS:** Competitive wage, flight perks (including buddy passes and global inter-airline partnerships), discounts at local restaurants and partner organizations, uniform and shoe allowance, staff events and much more!

## Responsibilities and Expectations

---

- Calculating and entering all expenses and revenues for customers invoices
- Using internal pricing standards and customers tariffs in order to correctly quote and bill customers
- Filling and shipping orders to send to various bases and locations
- Contacting new and existing clients to build business relationships
- Assisting Customer Service Agents with check-in, gate operation and reservations
- Other general duties as required

## Qualifications/Assets

---

- Superior customer service skills – willing to take service to a higher level
- Proven ability to be an effective member of a team
- Ability to multi-task and prioritize assignments in a fast-paced environment
- Ability to represent Harbour Air in a professional manner to our partners, vendors and customers
- A keen attention to detail and strong organizational skills
- Computer knowledge; specifically, in a Windows environment
- Familiar with Dangerous Goods and WHIMIS regulations
- Ability to lift heavy baggage 23kg (50 lbs.)
- Experience in a Freight department with knowledge of freight requirements and restrictions an asset

## ABOUT HARBOUR AIR GROUP

- Launched in 1982, Harbour Air is North America's largest seaplane airline. It flies more than 450,000 passengers annually, including commuters and tourists throughout coastal British Columbia.
- Our people are the backbone of our organization and we are committed to creating a culture that inspires one another to achieve extraordinary success. We have regularly been honoured as the recipient of numerous awards including Canada's Best Managed Companies, BC's Top 55 Employers, and Canada's 10 Most Admired Corporate Cultures.

**APPLY NOW:** Email your resume and cover letter to [jobs@harbourair.com](mailto:jobs@harbourair.com) quoting 19-22 Freight Agent, Vancouver

**DEADLINE:** March 22, 2019

