

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!!

Our vibrant Sales and Experience Ambassadors represent Harbour Air in the community through their knowledge, passion, and ability to convey what our experience means to a potential guest. In this role you are responsible for selling our experience, while maintaining the utmost in integrity and customer service while doing so. We are looking for positive people with a passion for excellence and a commitment to teamwork to ensure our operations are World-class.

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

LOCATION: Vancouver Inner Harbour, Canada Place

TERM: Full-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

- Full tour, charter, schedule, and experience knowledge of Harbour Air operations;
- Meeting specified sales targets;
- Active promotion and strong, positive relationships with the local hotel concierge community
- Effectively communicating with various team members, including the effective use of telecommunication and technology devices;
- Answering questions and providing direction to guests, resolving concerns, and escalating ongoing issues to management;
- Professional conduct and attire on a daily basis

Qualifications/Assets

- A competitive desire to meet daily, weekly, and monthly sales targets
- A strong sales track record, with travel and tourism background considered an asset
- English language skills of a very high competency; additional language(s) an asset
- A sound understanding of the Harbour Air culture and Guest Service Excellence
- The ability to be articulate, concise, and be comfortable when speaking with potential guests about our experience
- Sales and guest service excellence
- Intuitive decision making and confidence to thrive in fast paced and demanding scenarios
- Positive attitude, determination, and perseverance that enables you to be successful in a competitive environment
- The ability to work outdoors, weekends, and be flexible with the work hours

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 quoting 19-38r Sales & Experience Ambassador, Vancouver

DEADLINE: June 21, 2019