

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!!

As the first contact with our customers, Customer Service Agents are eager to take customer service to a higher level while balancing multiple priorities. With a strong work ethic, and the ability to contribute to a team environment, the successful applicant excels at providing friendly, professional and efficient service to each of our customers.

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

LOCATION: Victoria Inner Harbour, 950 Wharf Street, Victoria, BC

TERM: Part-Time Temporary (6 months term)

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

- Help maintain a strong culture of safety through strong communication with team members and in practice
- Strong work ethic with a focus on customer service
- Greet guests and respond to enquiries
- Make reservations for a variety of scheduled flights, scenic tours, day trips, and air freight services.
- Passenger check-in (including baggage handling) and processing a variety of accepted payments
- Performing flight closure duties, aircraft weight and balance checks, pre-boarding of guests, and general boarding of flights (including public announcements).
- Other general counter 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
- Demonstrated computer knowledge and experience working in a Windows based platform
- Ability to lift heavy baggage 23kg (50 lb)
- Ability to work flexible schedules including: evenings, weekends, and holidays
- Able to commit to summer employment
- Fluency in multiple language is 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 quoting 19-45 Customer Service Agent, Victoria

DEADLINE: July 29, 2019