

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, the Customer Service Agent Supervisor is eager to take customer service to a higher level while balancing multiple priorities. With a strong work ethic, and the ability to contribute and lead a team, 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: 4760 Inglis drive, Richmond (YVR)

TERM: Full Time Regular

DEPARTMENT: Ground Operations

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

Responsibilities and Expectations

- Providing guidance and assistance in training of new staff
- Give direction, schedule breaks, and setting the pace for the crew
- Working with management in achieving company and departmental goals
- Checking in and greeting customers
- Making reservations and taking payments
- Responding to customer inquiries
- Gate operation and flight closure
- Aircraft weight and balance checks
- 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
- Previous supervisory experience is an asset
- Demonstrated computer knowledge and experience working in a Windows based platform
- Ability to work flexible schedules including evenings, weekends, and holidays
- Experience as a Customer Service Agent is an asset
- Experience in the Aviation industry or Airport is an asset

APPLY NOW: Email your resume and cover letter to jobs@harbourair.com quoting 19-50 Customer Service Supervisor

DEADLINE: September 20, 2019