

NOW HIRING!



CUSTOMER SERVICE SUPERVISOR, RICHMOND

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), BC

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 and administrative 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

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 21-21 Customer Service Supervisor

DEADLINE: September 29, 2021

