

# NOW HIRING!



## Customer Service Agent, Vancouver

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 friendly, welcoming faces of our airline, Customer Service Agents are eager to provide service excellence while balancing multiple priorities. With a strong work ethic, adaptable and inquisitive demeanour, and ability to contribute in a team environment, the successful applicant will excel at providing pleasant, professional and efficient service to each of our customers.

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

**LOCATION:** 1055 Canada Place, Vancouver BC

**TERM:** Full-Time Regular

**DEPARTMENT:** Ground Operations

**COMPENSATION AND BENEFITS:** Competitive wage, extended medical and dental, flight perks (including buddy passes and global inter-airline partnerships), revenue share program, RRSP matching program, discounts at local restaurants and partner organizations, staff events and much more!

### RESPONSIBILITIES and EXPECTATIONS

- Greeting guests, responding to enquiries, and completing bookings 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.
- Offering value added products and services to enhance guest experience and achieve team sales targets.
- Performing flight closure duties, aircraft weight and balance checks, pre-boarding of guests, and general boarding of flights (including public announcements).
- Other general duties as required.

### QUALIFICATIONS/ASSETS

- Demonstrate superior customer service and sales skills
- Proven ability to be an effective member of a team
- Ability to multitask and prioritize assignments in a fast-paced environment
- Computer knowledge and experience working in a windows-based platform
- Ability to lift baggage items in upwards of 23kg (50lb)
- Excellent verbal and written English language skills
- 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](mailto:jobs@harbourair.com) quoting 21-34 Customer Service Agent, Vancouver

**DEADLINE:** December 15, 2021

