

# NOW HIRING!



## Manager, Customer Experience

Reporting to the Head of Digital and Customer Experience (D&CX), The Manager, Customer Experience (CX) is a highly collaborative role that is ultimately responsible for creating and maintaining a consistent, efficient, positive end to end customer experience. The ideal candidate is passionate about customer service, driving efficiency and has a keen eye for continual improvement.

The Manager, CX oversees three major customer touchpoints: 1) Customer Contact Centre (CCC), which receives all retail and third-party customer requests, 2) Customer Care, where escalated customer concerns and Air Passenger Protection Regulations (APPR) and any other regulatory-related responses are handled, and 3) In journey experience, where our policies and procedures define what the Harbour air experience is. In partnership with the Senior Leadership Team and leadership in the Operations team, this position plays a pivotal role in developing and implementing strategies and policies to develop and enhance the overall customer journey.

**WORK HOURS:** Office hours (weekend and evenings as needed)

**LOCATION:** Richmond, Vancouver

**TERM:** Full Time Regular

**DEPARTMENT:** Commercial

### Responsibilities and Expectations

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- Customer Contact Center
  - Oversee Customer Contact Centre (CCC), including Supplier Support, which receives all retail and third-party customer requests.
  - Ensure booking and reservation management processes are efficient and staff are equipped with knowledge and skills to handle requests effectively.
  - Provide training and development to staff in CCC.
  - Leverage technology to streamline booking processes and enhance customer interactions.
  - Manage workforce schedules to ensure adequate staffing levels during peak reservation periods.
  - Lead, motivate, and manage the team, providing coaching, training, and guidance to ensure high performance, productivity and achievement of goals and objectives. Set individual and team targets, monitor progress, and provide regular performance feedback to team members.
  - Manage and lead operations of staff travel function, which includes administration of standby travel and interline travel.
  
- Customer Care Management
  - Lead team that manages escalated customer inquiries and issues, ensuring concerns are managed promptly and professionally. Includes resolving customer issues related to flight experiences, APPR-related issues, baggage concerns, and other service-related matters. Note the Manager, CX, will be required to respond to some of the inquiries.
  - Monitor and assess quality of customer interactions by CCC agents to ensure a high standard of service.
  - Responsible for the analysis of customer care reports, reporting, and distillation of feedback into actionable insights. Where applicable, recommend and implement feedback-driven improvements to services or make policy changes to enhance customer satisfaction.

# JOB PROFILE - Your Flight Path to Success

- Customer Journey, Policies and Procedures
  - In partnership with cross-functional Senior Leadership, develop and execute on strategies to streamline and enhance the customer journey, including the development of processes, standardized responses, and implementing best practices.
  - Collaborate with the Head of D&CX to build strategy for customer loyalty. Execute on business plans and projects.
  - In partnership with Executive and Senior Leadership Team, stay current on customer-facing regulatory requirements to help ensure compliance.
  - Collaborate with Ground Ops to provide a consistent traveller experience with a focus on continuous improvement.
  - Collaborate with Digital teams to provide a consistent and efficient digital customer journey
- Collaborative Initiatives and Projects
  - Collaborate with operations, marketing and other departments to ensure alignment between customer experience initiatives and overall business objectives.
  - Represent the D&CX Team in cross-functional initiatives. Provide input on product and service enhancements based on customer feedback.
  - Lead applicable projects as required.

## Qualifications/Assets

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### IDEAL EXPERIENCE

- A minimum of 5 years' experience in customer service, with 1+ in a leadership role. Preferably in aviation, travel or hospitality.
- Strong Microsoft Office skills (Word, Outlook, Excel, Teams, etc.) and ability/willingness to learn new software programs.
- Understanding of travel industry, aviation is desirable.

### EDUCATION

- Undergraduate degree in tourism, business, economics, or similar.

### CRITICAL CAPABILITIES

#### Leadership

- Proven leadership and team management skills with the ability to inspire and develop a diverse team.
- Proven ability to lead cross functional projects and collaborate across the organization.
- Superior judgement and decision making for customer service including the ability to diffuse adverse situations.
- Ability and desire to lead teams through transformation (corporate, digital, process, etc.)

#### Communication

- Excellent written communication, including the ability to develop policies and procedures for teams across the organization to reference.
- Confident oral communication, with both internal and external stakeholders.

#### Analytics

- Ability to analyze basic data and translate into actionable insights.

# JOB PROFILE - Your Flight Path to Success

## Time Management

- Superior time management skills, including managing multiple competing priorities simultaneously, individually and for the team.

## ABOUT HARBOUR AIR

Harbour Air is North America's largest seaplane airline, a quintessential west coast experience offering up to 300 daily scheduled flights, charters, and scenic tours showcasing British Columbia's coast and beyond. Our people are the backbone of our organization, and we are committed to creating a culture that inspires one another to achieve extraordinary success. With around 500 employees and a fleet of 45 aircraft, Harbour Air serves 14 coastal communities in BC and Seattle, USA. The airline became the world's first and only fully carbon neutral airline and is strongly committed to being an industry leader on sustainable initiatives mitigating climate impact. Operating the world's first fully electric aircraft is a testament to the phenomenal teamwork and culture that exist at Harbour Air. For more information, please visit [www.harbourair.com](http://www.harbourair.com)

**APPLY NOW:** Email your resume and cover letter to us quoting 24-63 Manager Customer Experience.

**DEADLINE:** Open until filled

*We thank all applicants for their interest, however only those candidates selected for interviews will be contacted.*

*Harbour Air is an equal opportunity employer, we are committed to Diversity and Inclusion and value a diverse workforce. Together, we continue to build an inclusive culture that encourages, supports, and celebrates the diverse voices of our employees. It fuels our innovation and connects us closer to our customers and communities we serve.*

*Harbour Air is committed to developing a barrier-free recruitment process and work environment. Accommodation in relation to the job selection process is available upon request. If you require any accommodation, please email us and we'll work with you to meet your accessibility needs.*