

NOW HIRING!



Customer Contact Centre Agent, Richmond

Customer Contact Centre (CCC) Agents serve as the point of contact for customer requests, concerns, and questions over the phone, email and chat. Harbour Air CCC Agent will use their extensive knowledge of Harbour Air products, processes and procedures to provide an efficient, professional, pleasant experience for customers.

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

LOCATION: Richmond BC

TERM: Full-Time and Part-Time Temporary, April 2025 – August 2025

DEPARTMENT: Digital & Customer Experience

COMPENSATION AND BENEFITS: Competitive wages and discounts at local restaurants and partner organizations, staff events and much more!

Responsibilities and Expectations

- Answer inbound calls to arrange flight and scenic tour bookings and respond to general inquiries.
- Continuously deliver professional customer service in a busy, dynamic environment.
- Professionally communicate and operate in a windows environment (Outlook, Excel and Teams).
- Action outbound communications regarding flight disruptions.
- Play an active role in staying current on company products and services.
- Ability to work various shifts, including weekends and evenings.

Qualifications and Assets

- Professional and kind customer service and sales skills.
- Keen eye for detail
- Ability to be an effective, collaborative member of a team.
- Track record of ability to multi-task and prioritize in a fast-paced environment.
- High school diploma required.
- Tourism, business or post-secondary an asset.

ABOUT HARBOUR AIR GROUP

- Launched in 1982, Harbour Air is North America's largest seaplane airline. With around 500 employees, it flies more than half a million passengers annually both within BC and to/from Seattle, USA.
- 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 honored as the recipient of numerous awards including BC's Top 55 Employers, and Canada's Most Admired Corporate Cultures.

APPLY NOW: Email your resume and cover letter to jobs@harbourair.com quoting #25-10 Customer Contact Centre Agent, Richmond.

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.

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