

# NOW HIRING!



## Reservations Agent, 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 friendly, welcoming voice of our company, Reservations Agents are eager to provide service excellence while balancing a wealth of product knowledge. With a strong work ethic, ability to problem solve quickly and contribute to 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 weekends.

**LOCATION:** 4680 Cowley Crescent, Richmond BC

**TERM:** Full-Time Temporary

**DEPARTMENT:** Sales and Marketing

**COMPENSATION AND BENEFITS:** Competitive wages, sales commissions, flight perks (including buddy passes and global inter-airline partnerships), and discounts at local restaurants and partner organizations, staff events and much more!

### Responsibilities and Expectations

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- Deliver consistently great guest service while answering inbound calls, arranging flight and scenic tour bookings and general inquiries
- Coordinate services with external travel and rental agencies in professional manner
- Actively educate customers on service changes, and identify sales opportunities
- Play an active role in staying current and up to date about company products & services
- Ability to multi task in a fast-paced environment while contacting passengers regarding schedule updates and changes due to weather/ flight interruptions
- Ability to professionally communicate and operate in a windows environment; Office365 & Teams
- Keen eye for detail, and ability to work various shifts as required

### Qualifications/Assets

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- Previous history of demonstrating superior guest service and sales skills
- Proven ability to be an effective member of a team
- Track record of ability to multi-task and prioritize in a fast-paced environment
- Computer knowledge and experience working in a windows-based environment
- Tourism & Hospitality Diploma or Sales & Marketing Diploma an asset
- Fluency in multiple languages is an asset
- Knowledge of the South Coast of BC 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 honored as the recipient of numerous awards including Canada's Best Managed Companies, BC's Top 55 Employers, and Canada's Most Admired Corporate Cultures.

**APPLY NOW:** Email your resume and cover letter to [jobs@harbourair.com](mailto:jobs@harbourair.com) quoting 23-05 Reservation Agent, Richmond

**DEADLINE:** Open until filled

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## **Reservations Agent, Richmond**

*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. Accommodations in relation to the job selection process are available upon request. If you require any accommodation, please email [jobs@harbourair.com](mailto:jobs@harbourair.com) and we'll work with you to meet your accessibility needs.*