

NOW HIRING!



Dock Operations Crew/Customer Service Agent, Whistler

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!!

Working on the docks at Harbour Air is a unique experience for people of all interests. As a Dock Operations member and a customer service agent, you will be responsible for to provide excellent service while balancing multiple priorities. The successful candidate will work within a team-based environment that focuses on safety, integrity, teamwork and customer service.

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

LOCATION: 8069 Nicklaus N Blvd

TERM: Full Time Temporary/Part Time Temporary (Seasonal: May 1st – October 30th)

DEPARTMENT: Ground Operations

COMPENSATION AND BENEFITS: **Retention bonus** paid at the end of season (\$1.00 per hour for every hour worked paid at the end of season)! We also offer a competitive wage, Harbour Air flight privileges as of your start date, Access to employee rates for Norco and Rocky Mountain Bikes, discounts at local restaurants and partner organizations, uniform and shoe allowance, staff events and so much more!

Responsibilities and Expectations

- Help maintain a strong culture of safety through strong communication with team members and in practice
- Docking and releasing aircraft in calm and adverse weather conditions
- Loading aircraft and communicating load distribution with flight crew
- Grooming interior and exterior of all aircraft
- Aircraft parking, moving and organization
- Strong work ethic with a focus on customer service
- 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

- Marine/boating/aviation experience a plus
- Demonstrate superior customer service and sales skills
- Positive attitude and ability to work well within a team
- Strong communication skills
- Ability to work in all weather conditions
- Ability to lift heavy baggage (50 lbs)
- High level of awareness in an active environment
- Team oriented
- Able to commit to summer employment
- Computer knowledge and experience working in a windows-based platform
- Fluency in multiple language is an asset



- Excellent verbal and written English language skills
- Class IV license preferred

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 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 quoting 23-23 Dock Operations Crew/ Customer Service Agent, Whistler

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. 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.