

# NOW HIRING!



## CUSTOMER SERVICE AGENT, Victoria

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 first contact with our customers, Customer Service Agents are eager to take customer service to a higher level while balancing multiple priorities. With a strong work ethic, and the ability to contribute to a team environment, the successful applicant excels at providing friendly, professional, and efficient service to each of our customers.

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

**LOCATION:** 950 Wharf Street, Victoria BC

**TERM:** Part-Time Temporary

**DEPARTMENT:** Ground Operations

**COMPENSATION AND BENEFITS:** Competitive wage, flight perks (including buddy passes), discounts at local restaurants and partner organizations, uniform, staff events and much more!

### RESPONSIBILITIES AND EXPECTATIONS

- Help maintain a strong culture of safety through strong communication with team members and in practice
- Strong work ethic with a focus on customer service
- Greet guests and respond to enquiries
- Make reservations 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
- Performing flight closure duties, aircraft weight and balance checks, pre-boarding of guests, and general boarding of flights (including public announcements).
- Other general counter duties as required

### QUALIFICATIONS/ASSETS

- Superior customer service skills – willing to take service to a higher level
- Proven ability to be an effective member of a team
- Ability to multi-task and prioritize assignments in a fast-paced environment
- Demonstrated computer knowledge and experience working in a Windows based platform
- Ability to lift heavy baggage 23kg (50 lb)
- Ability to work flexible schedules including evenings, weekends, and holidays
- Fluency in multiple language is 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 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 23-50 Customer Service Agent, Victoria

**DEADLINE:** Open until filled



## **JOB PROFILE - Your Flight Path to Success**

*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.*