

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: 4680 Cowley Crescent, Richmond BC

TERM: Full-Time and Part-Time Temporary

DEPARTMENT: Digital & Guest Experience

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

Responsibilities and Expectations

- Answer inbound calls to arranging flight and scenic tour bookings and general inquiries.
- Continuously deliver professional customer service in a busy and consistent environment.
- Actively educate customers on service changes, and identify selling opportunities for their unique needs.
- Coordinate and manage bookings with external travel and rental agencies in professional manner.
- Professionally communicate and operate in a windows environment (Outlook, Excel and Teams).
- Action outbound communications regarding flight disruptions.
- Keen eye for detail, while playing an active role in staying current on company products and services.
- Ability to work various shifts, including weekends.

Qualifications and Assets

- Professional and kind customer service and sales skills.
- Ability to be an effective 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.
- Fluency in multiple languages is an asset.

APPLY NOW: Email your resume and cover letter to jobs@harbourair.com quoting 24-25 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.

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.