

# NOW HIRING!



## Customer Service Agent/Shuttle Driver, Tofino

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!!

This is a hybrid role focusing on customer service within our terminal, and as a Shuttle Driver. As the first contact with our customers, the Customer Service Agent/Shuttle Driver is 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:** 634 Campbell Street

**TERM:** Full Time Regular (Seasonal: March – October 31st)

**DEPARTMENT:** Ground Operations

**COMPENSATION AND BENEFITS:** Competitive wage, discounts at local restaurants and partner organizations, uniform and shoe allowance, staff events and much more!

### Responsibilities and Expectations

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- 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
- 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).
- Provide safe and efficient shuttle service for Tofino Guests including transportation for passengers to Nanaimo Ferry Terminal.
- Assist customers on and off the shuttle and assist with baggage as required
- Maintain cleanliness of vehicles and report any maintenance needed
- Perform scheduled maintenance checks and keep mileage logs

### Qualifications/Assets

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- 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
- Must have Class IV license



## **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 honoured as the recipient of numerous awards including Canada's Best Managed Companies, BC's Top 55 Employers, and Canada's 10 Most Admired Corporate Cultures.

**APPLY NOW:** Email your resume and cover letter to [jobs@harbourair.com](mailto:jobs@harbourair.com) quoting 22-07

**DEADLINE:** Open until filled