

JOB PROFILE – Ground Service Agent (Sechelt)



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!!

With a commitment to safety, a strong work ethic and leaving a lasting service impression, the Ground Service Agent has a wide range of responsibilities including providing professional service to our valued customers, planning aircraft placement, and baggage organization. The Ground Service Agent occasionally needs to work alone, therefore the ability to assist pilots on the dock is a requirement of the position.

WORK HOURS: Split shifts will vary based on operational needs.

LOCATION: #1 – 5764 Wharf Road, Porpoise Bay, Sechelt, BC

TERM: Full-Time Regular

DEPARTMENT: Ground Operations

COMPENSATION AND BENEFITS: Competitive wage, extended medical and dental, flight perks (including buddy passes and global inter-airline partnerships), revenue share program, RRSP matching program, discounts at local restaurants and partner organizations, staff events and much more!

RESPONSIBILITIES AND EXPECTATIONS:

- Check in and process customer inquiries
- Make reservations, process payment, and provide information to customers
- Perform gate operation and flight closure duties
- Perform aircraft weight and balance checks
- Perform baggage organization and control duties
- Ship and receive cargo
- Marshal aircraft as they enter the docking area and safely plan aircraft placement at the dock
- Greet passengers and assist them on and off the aircraft
- Load baggage on and off the aircraft
- Release, receive and secure aircraft
- Assist passengers on and off aircraft
- Perform aircraft de-icing and aircraft fueling
- Responsible to know and keep up to date with all required memo's and training manuals including the Dock and Customer Service training manuals, Violence prevention in the workplace and Prevention of workplace bullying.
- Other general duties as required

QUALIFICATIONS/ ABILITIES:

- Safety First – personally and as a team, committed to safety; strong situational safety awareness
- 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 time-sensitive environment
- Ability to lift heavy baggage (75 lb) and perform other active tasks
- Demonstrated computer knowledge and experience working in a Windows based platform
- Aviation and/or marina experience is an asset
- Enjoy working outdoors in all types of weather conditions
- Ability to work flexible schedules including: evenings, weekends, and holidays

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 quoting 22-44 Ground Service Agent, Sechelt

DEADLINE: Open Until Filled

