

**WILDERNESS
SEAPLANES**



Wilderness Seaplanes Ltd.

PO BOX 121
3675 Byng Road
Port Hardy, BC
V0N 2P0

250-949-6353

***Full Time Seasonal Customer Service Agent
May – September***

The successful candidate will be expected to behave in a manner that respects corporate values, professionalism, and diversity. The successful candidate is also expected to provide service excellence to our internal passengers and staff. This role requires a person that has the ability to work in an ever changing environment where multitasking and flexibility are key attributes.

Behind the check in counter, our Customer Service Agents (CSAs) are responsible for ensuring that all customer interactions are treated with a high degree of customer satisfaction and that customer possessions are treated with care and concern. CSAs are part of a team that works in conjunction with crew members and ground agents to escort and board passengers, maintain baggage accuracy and safety. CSAs ensure on time performance and customer service are at a premium. They are our safety and service professionals entrusted with safety, security and service excellence.

Qualifications for Customer Service Agent

- Strong communication skills, including the ability to actively listen, empathize, ask questions, and respond in language that clients understand.
- Completes tasks in an efficient and accurate manner
- Capable of lifting up to 70 pounds without assistance
- Ability to assist passengers in and out of aircraft as required
- Able to work outdoors during inclement weather conditions
- Flexibility to work any shift that is assigned; including weekends, evenings, holidays and/or irregular shifts.
- Experience in customer service
- Possess an excellent understanding of company products and services and effectively promotes them at all times
- Must represent Wilderness Seaplanes and our partner airlines Pacific Coastal Airlines in a professional manner to our partners, vendors, and customers.

Safety and Security:

- Ensure the safety, security and comfort of all customers
- Follows and enforces standard operating procedures to ensure compliance with Wilderness Seaplanes and regulatory requirements

Possibility of continued part time on-call work for the Fall/Winter Season.

Starting Wage: \$20.69

Location: Port Hardy, BC

Please send applications to: careers@flywilderness.ca