

Airport Ramp/Cargo Agent – Comox

Pacific Coastal Airlines Ramp/Cargo Agents are responsible for all logistical aspects of transporting materials or parcels, including scheduling, packing, routing, documentation, tracking, compliance, client communication and price negotiation. They ensure that shipments are picked up and delivered on time, paperwork is completed, and fees are collected.

The ideal candidate for this position is someone who has excellent people skills and enjoys working in ever-changing environment where multi-tasking and flexibility are the key attributes. He or she is responsible to ensure that Company Standard Operating Procedures and Transport Canada Air Cargo Security Regulations are adhered to at all times.

Job Responsibilities:

(Ramp)

- Marshall aircraft
- Unload passenger luggage, cargo, containers/pallets, etc.
- Provide special handling of luggage/cargo as required/directed
- Drive and/or operate ground support equipment (e.g. golf carts, tugs, baggage carts, mobility aids, tow bars)
- Assist customers and crew during boarding/offloading the aircraft
- Report all equipment malfunctions to appropriate supervisor/manager
- Maintain the highest standards of safety and security at all times

(Cargo)

- Provide front-line customer service to external and internal customers
- Answer customer inquiries in-person, over the phone and via emails
- Advise on cargo rates and status
- Investigate and handle customer complaints
- Deal with time sensitive shipments, notify customers of the freight arrival
- Trace lost or misdirected cargo and associated records
- Weigh cargo items, compute and calculate charges for services in accordance with tariff rules
- Process and collect payments, prepare and issue airway bills and shipping documentation, enter shipping information into a computer
- Maintain and update records on a regular basis
- Lift and move cargo, ensure that it has been directed properly
- Decide whether to accept or reject cargo items, provide special handling of cargo as required
- Possess an excellent understanding of company products and services and effectively promote them at all times
- Deliver service standards in accordance with Pacific Coastal Airlines philosophy
- Represent Pacific Coastal Airlines in a professional manner to our partners, vendors, and customers
- Other duties as assigned

Qualifications:

- Valid class 5 driver's license
- Capable of lifting up to 50 pounds
- Previous customer service experience is an asset
- Proficient at data entry and basic math skills

Skills & Abilities:

- Strong communication and teamwork skills
- Ability to work independently under minimal supervision and/or as part of a team
- Complete tasks in an efficient and accurate manner
- Flexible to work weekends, evenings, holidays and/or irregular shifts
- Able to work outdoors during inclement weather conditions
- Comfortable using computers and POS machines on a regular basis

Interested applicants please email your resume and cover letter to cathy@pacificcoastal.com

Pacific Coastal Airlines is an equal-opportunity employer. We are committed to a policy of non-discrimination in all of our employment practices. We welcome and encourage applications from all qualified individuals, regardless of ethnicity, gender, disability or any other identifying characteristic.

Company Website: <http://www.pacificcoastal.com/>