

# WILDERNESS



## SEAPLANES

### Customer Service Agent - Port Hardy

**Job Type:** Seasonal Part time  
**Job Location:** Port Hardy (YZT)  
**Rate of Pay:** TBA  
**Hours of Work:** As per Shift Schedule  
**Start Date:** ASAP

#### ***Customer Service Agent***

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. This position will mainly consist of evening and weekend shift, as well as other coverage as needed.

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.

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#### ***Qualifications for Customer Service Agent***

- Strong written and oral communication skills
- Completes tasks in an efficient and accurate manner
- Capable of lifting up to 50 pounds and able 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 and evenings.
- Experience in customer service
- Possess an excellent understanding of company products and services and effectively promotes them at all times

#### **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

Please send applications to: [careers@flywilderness.ca](mailto:careers@flywilderness.ca)