



Cargo Operations Coordinator (COC)

Job Title	Cargo Coordinator
Location	YQT Thunder Bay
Status	Full-time
Start Date	TBD
Compensation	\$16.00-\$19.00/hr

Purpose of the position

This dynamic, multi-faceted position serves as the vital link between commercial services and flight operations for charter and cargo related business. Reporting to the Director of Cargo, the Cargo Operations Coordinator is responsible for providing customers sales information, including aircraft capabilities and pricing. Additionally, they must ensure pre-flight planning is in place, including ground equipment, and other special requests. Coordinators will maintain clear lines of communications with flight crews, reservations, charters, cargo, maintenance and customers as required regarding daily operations.

Responsibilities & duties

- Provide timely charter and cargo quotations, including aircraft capabilities and pricing.
- Coordinate with customers to ensure timely payments for trips.
- Anticipate and plan ground service requirements.
- Formulate and execute irregular operation recovery plans
- Follow up with customers to ensure service levels are met
- Liaise with flight crews, base managers and northern stations to ensure smooth operations.
- Liaise with customers regarding ETAs
- Perform and uphold North Star Air's Customer Service Standards to both internal and external customers
- Any other related duties as assigned

Skills & qualifications

- High school diploma or equivalent is an asset
- Ability to work well under pressure
- Strong communicator, both verbally and in writing
- Basic mathematical skills
- Strong critical thinking skills
- Able to work efficiently as a part of a team as well as independently
- Computer literacy, including working skills of Excel and e-mail
- Attention to detail in all areas of work.
- Excellent organizational, time management and prioritizing skills
- Ability to communicate in Oji-Cree or Ojibway is an asset

1480 Walsh Street West, Thunder Bay, Ontario P7E 6H6

Toll Free: 1-844-633-6294

Fax: 807-475-8040

E-Mail: reservations@northstarair.ca

Website: northstarair.ca

Connecting
People.Businesses.Communities



Passenger



Charter



Cargo



Working conditions

- Overtime as required
- Weekend work may be required

This is a full-time position. North Star Air provides full training, competitive pay, a comprehensive benefits package and pension plan.

If you are interested in this position please submit your cover letter and resume to:

North Star Air

1480 Walsh St W

Thunder Bay, ON P7E 6H6

Fax: 807-475-8040,

Email: employment@northstarair.ca **Please include the position you are applying for in the subject line of your email.**

1480 Walsh Street West, Thunder Bay, Ontario P7E 6H6

Toll Free: 1-844-633-6294

Fax: 807-475-8040

E-Mail: reservations@northstarair.ca

Website: northstarair.ca

Connecting
People. Businesses. Communities



Passenger



Charter



Cargo