
Charters Sales Coordinator

Purpose of the position

The Charter Sales team is the primary contact for all charter flights, from the quoting and booking of flights, to day-of support and beyond. The Sales team is not focused on just Charters, but also finding the right service package to meet our client's needs and budget.

Responsibilities & duties

- Provide timely charter quotations, including aircraft capabilities and pricing.
- Coordinate with customers to ensure timely payments for trips.
- Performs operational setup and acts as point of contact for all flight logistics.
- Coordinates operational details on trips.
- Strengthen relationships with existing customers by providing quality customer service, developing future business opportunities, and gaining referrals.
- Follow up with customers to ensure service levels are met.
- Liaise with flight crews, base managers, northern stations and cargo departments to ensure smooth operations.
- Liaise with customers regarding ETAs.
- Perform and uphold North Star'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.
- Ability to lift up to 10lbs.

Working conditions

- Overtime as required
- Weekend work may be required

Compensation

- North Star Air Ltd. offers competitive compensation to qualified and highly motivated candidates.

Please email Maureen Massaro at mmassaro@northstarair.ca with your resume for consideration