



## Charter Sales Coordinator – Thunder Bay

### Purpose of the position:

The Charter Sales Coordinator team is the primary contact for all charter flights, from the quoting and booking of flights, to day-of support and beyond. The Charter Sales team is not focused on just Charters but 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

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

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