

JOIN OUR TEAM: CARGO COORDINATOR



Location - Thunder Bay, ON

Status - Full Time, Monday-Friday 6:45am-3:15pm

Start Date - TBD

Application Deadline - July 30th, 2025

Compensation - \$20.26-21.50

Competition # - 2025-031

Description: This dynamic, multi-faceted position serves as the vital link between our customers and operations. As the face of our company and providing exceptional customer service you will enrich the customer experience.

➤ Key Responsibilities:

- Receive freight, create AWB to track shipment, and manage warehouse freight.
- Coordinate with customers to ensure timely payments for trips
- Handle customer YQT freight inquiries
- Anticipate and plan ground service requirements
- Formulate and execute irregular operation recovery plans.
- Follow up with customers to ensure service levels are met.
- Inventory control and manage payments
- Liaise with customers regarding ETA's, payments, collections, and lost items
- Perform and uphold North Star's Customer Service Standards to both internal and external customers
- Any other related duties as assigned

➤ What We're Looking For :

- 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
- Be certified in dangerous goods receiving
- Ability to lift up to 50lbs

Working Conditions

- Overtime as required
- Weekend work may be required

Benefits

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| • Life Insurance | • Company events |
| • On-site parking | • Retirement Plan |
| • Paid time off | • Dental Care |
| • Profit sharing | • Disability Insurance |
| • RRSP | • Employee Assistance Program |
| • Employee Value Program | • Employee stock purchase plan |
| • Flight Benefits | • Extended healthcare |
| • Vision Care | |

Please send your cover letter and resume to employment@northstarair.ca

Ensure the email subject line is titled "Cargo Coordinator" to distinguish from other emails.