

# JOIN OUR TEAM: CARGO COORDINATOR



Location - Thunder Bay, ON  
Status - Full Time, Permanent  
Start Date - TBD  
Application Deadline - TBD  
Compensation - \$20.26  
Competition # - 2025-020

**Description:** This dynamic, multi-faceted position serves as the vital link between commercial services and flight operations for charter and cargo related business. The Cargo Operations Coordinator is responsible for providing customer sales information, communicating aircraft capabilities and pricing. Additionally, they must ensure pre-flight planning is in place, including ground support at NSA's northern locations and departure/arrival notifications. Coordinators will maintain clear lines of communication with flight crews, reservations, charters, cargo, maintenance and customers as required regarding daily operations.

## ➤ Key Responsibilities:

- Provide timely cargo quotations and general inquiries, including aircraft capabilities and pricing
- Coordinate with customers to ensure timely payments for freight shipments
- Plan ground service requirements in accordance with flight operational and customer demands
- Formulate and execute irregular operation recovery plans
- Follow up with customers to ensure service levels are met
- Liaise with flight crews, base staff and northern stations to ensure efficient daily operations
- Liaise with customers regarding aircraft arrival times
- 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
- Excellent verbal and written communication skills, with the ability to present ideas clearly, and uphold the highest degree of professionalism
- Basic mathematical skills
- Strong critical thinking skills

- Able to work effectively as a part of a team as well as independently
- Strong computer literacy, including working with Microsoft Office (Excel, Word, Outlook)
- High level of attention to detail
- Excellent organizational, time management and prioritizing skills
- Ability to communicate in Oji-Cree or Ojibway is an asset

## **Working Conditions**

- Overtime as required
- Weekend work may be required

## **Benefits**

- |                                |                               |
|--------------------------------|-------------------------------|
| • Life Insurance               | • Business Casual dress code  |
| • Dental Care                  | • Retirement Plan             |
| • Paid time off                | • Dental Care                 |
| • Profit Sharing Program       | • On-site Parking             |
| • RRSP                         | • Disability Insurance        |
| • Employee Stock Purchase Plan | • Employee Assistance Program |
| • Employee Value Program       | • Extended Healthcare         |
| • Flight Benefits              |                               |
| • Vision Care                  |                               |

Please send your cover letter and resume to [employment@northstarair.ca](mailto:employment@northstarair.ca)

Ensure the email subject line is titled “Cargo Coordinator” to distinguish from other emails