

JOIN OUR TEAM: GROUND SUPPORT



Location - Thunder Bay, ON

Status - Full Time

Start Date - TBD

Application Deadline - May 15th, 2025

Compensation - \$20.26

Competition # - 2025-022

Description: Under the direction of the Base Manager, you will be primarily responsible for offering logistical ground support to air crews and cargo acceptances. Additional assignments will also include general labor duties, loading and offloading aircraft, general housekeeping, data entry, and other duties as assigned by management.

➤ Key Responsibilities:

- Ensure excellent customer services when handling customer calls/inquiries; accepting cargo; collecting payment; providing quotes and in any other customer situation
- Contact customers regarding incoming freight, required purchase orders or monies due in a professional and courteous manner
- Accurately produces all freight loads for company aircraft according to the prescribed aircraft weight and balance prior to scheduled departure times
- Maintain accurate records of all incoming and outgoing freight
- Accurately enter all incoming freight into Skyline
- Cargo acceptance and inventory control
- Complete Daily Cash Outs and any other required paperwork
- Follow company policies and procedures when accepting dangerous goods
- 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
- Previous shipping and receiving experience is an asset
- Demonstrated ability to operate material handling equipment including forklift truck
- Knowledge of filling out waybills is an asset

- Able to communicate both verbally and in writing
- Basic mathematical 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
- Hold a drivers license
- Ability to communicate in Oji-Cree or Ojibway is an asset
- Ability to lift up to 40lbs

Working Conditions

- Overtime as required
- Weekend work may be required

Benefits

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

Please note that applicants for this position must have current eligibility to work in Canada to be considered for this opportunity. While we appreciate all resumes received, we can only contact directly those applicants under consideration for interview. Accommodations may be available on request for candidates taking part in all aspects of the selection process.

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

Ensure the email subject line is titled "Ground Support" to distinguish from other emails.