

JOIN OUR TEAM: PASSENGER SERVICE AGENT



Location - Thunder Bay, ON

Status - Full Time

Start Date - TBD

Application Deadline - TBD

Compensation - \$20.26/hr

Competition # - 2025-032

North Star Air is seeking a passionate and customer-centric individual to join our team as a Passenger Service Attendant. This dynamic and multifaceted role plays a vital part in delivering North Star Air's mission of providing safe, affordable, and reliable service.

Responsibilities and Duties:

• Be a customer champion: You'll be the friendly face of North Star Air, handling a variety of inbound and outbound customer requests with efficiency, empathy, and care. Using our reservations system, you'll assist both existing and prospective customers with tasks like making and changing reservations, collecting payments, and providing quotes.

• Ensure a smooth travel experience: You may also be called upon to check-in passengers for scheduled flights and process reservations at the main terminal.

• Communication is key: You'll collaborate seamlessly with SOCC, Reservations, ramp operation crews, and other relevant personnel to ensure a smooth and positive experience for all our passengers.

➤ Key Responsibilities:

- Candidates must be able to pass Transport Canada security screening for a RAIC (Red Pass)
- Valid driver's license
- High school diploma or equivalent is an asset
- Previous shipping and receiving experience is an asset
- Previous reservations and travel agency experience is an asset
- 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
- Ability to communicate in Oji-Cree or Ojibway is an asset
- Ability to lift up to 40lbs; Repetitively

➤ What We're Looking For :

- Red Pass eligibility at Thunder Bay Airport (YQT)
- Valid driver's license
- High school diploma or equivalent is an asset
- Previous shipping and receiving experience is an asset
- Previous reservations and travel agency experience is an asset
- Knowledge of filling out waybills is an asset

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

Ensure the email subject line is titled "Passenger Service Agent" to distinguish from other emails.