

# JOIN OUR TEAM: RESERVATIONS AGENT



Location - Thunder Bay, ON

Start Date - TBD

Application Deadline - TBD

Compensation - \$20.26/hr

Competition # - 2025-018

Description: This dynamic, multi-faceted position in the Reservations Call Centre will be responsible for providing a high level of customer-focused service. The Reservations Agent will handle various inbound and outbound customer requests with speed, efficiency, empathy and care by effectively using our reservations and cargo system to service both existing and prospective customers. The agent will be in frequent communication with SOCC, Cargo, Counter Staff, Ramp Operation Crews and any other relevant personnel to ensure an exceptional customer experience, and to facilitate North Star Air's mission to provide safe, affordable and reliable service.

## ➤ Key Responsibilities:

- Providing exceptional customer service when handling customer calls and inquiries
- Booking and making changes to reservations
- Creating and adjusting airway bills
- Collecting payment for reservations and cargo shipments
- Providing quotations for travel bookings and cargo
- Assisting with any cargo inquiries
- Contacting customers regarding upcoming bookings, required purchase orders or monies due in a professional and courteous manner
- Providing Flight Status updates
- Upholding North Star's Customer Service Standards to both internal and external customers
- Any other related duties as assigned

## ➤ What We're Looking For :

- Exceptional customer service skills
- Able to communicate effectively both verbally and in writing
- Basic mathematical skills
- Able to work effectively both as part of a team and independently
- Proficient computer skills and experience using Excel, Word, SharePoint, Teams and Email is an asset
- Strong attention to detail
- Effective problem solver

- Excellent organizational, time management and prioritizing skills
- Ability to communicate in Oji-Cree or Ojibway is an asset
- Previous reservations and travel agency experience is an asset
- High school diploma or equivalent is an asset

## **Working Conditions**

- Weekend work may be required
- Overtime as required

## **Benefits**

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

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

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