

Employment Opportunity:

Job Title	Customer Service Agent
Location	Thunder Bay
Status	Full-time
Compensation	Competitive hourly rate

Career Opportunity:

This dynamic, multi-faceted position will be primarily responsible for providing a high level of customer-focused service. You will handle various inbound and outbound customer requests with speed, efficiency, empathy and care by effectively using our reservations system to service both existing and prospective customers. Additional assignments to the main terminal for counter duties may also be required to check-in schedule flight passengers and process reservations. The agent will be in constant communication with SOCC, Reservations, ramp operation crews and any other relevant personnel to ensure North Star Air’s mission to provide Safe, Affordable and Reliable Service.

Responsibilities and Duties

- Ensure excellent customer services when handling customer calls/inquiries; making/changing reservations, collecting payment; providing quotes and in any other customer situation
- Contact customers regarding upcoming bookings, required purchase orders or monies due in a professional and courteous manner
- Answering Flight Status updates
- Perform and uphold North Star Air’s Customer Service Standards to both internal and external customers
- Any other related duties as assigned

Qualifications and Skills

- 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
- 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

Working conditions

- Overtime as required
- Weekend work may be required

Benefits

- North Star Air Ltd. offers competitive benefits and compensation to qualified and highly motivated candidates.
- Compensation rate is based on previous experience

Mandatory Vaccinations

All employees who work in Federally Regulated/Transport Canada restricted workspaces will be required to be fully vaccinated against COVID-19. This is mandated by the Federal Government and enforced by Transport Canada. By applying for this position, you are signifying you are willing to attest to being fully vaccinated, are eligible for exemption, or are in the process of getting vaccinated. Non-exempt employees who are not fully vaccinated within ten (10) weeks of the onset of employment will be terminated unless the current requirement for Mandatory Vaccinations is rescinded before that time.

Please note that applicants for this position must have current eligibility to work in Canada in order 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.

If you are interested in this position, please submit your cover letter and resume to:

Email: employment@northstarair.ca with the subject: **Customer Service Agent**

Mail: North Star Air Ltd.
Attention: Human Resources
1480 Walsh Street West
Thunder Bay, Ontario P7E 6H6