



POSITION VACANCY ADVISORY

POSITION: CUSTOMER SERVICE AGENT x2	LEVEL: AS PER THE UNIFOR COLLECTIVE AGREEMENT
STATUS: PART-TIME	REPORTING TO: STATION MANAGER YEV
REFERENCE #: C641653	DATE AVAILABLE: IMMEDIATELY
LOCATION: INUVIK	CLOSING DATE: JUNE 12, 2022
DEPARTMENT: CUSTOMER SERVICE	COMPANY: BRADLEY AIR SERVICES

Canadian North is an equal opportunity employer. Members of designated groups (Inuit, First Nations, Métis, Women, Visible Minorities, and People with Disabilities) are encouraged to apply and self-identify.

Interested candidates may submit their resumes to recruit@canadiannorth.com. Please include the reference number and position in the subject line. We thank all applicants for their interest, however, only candidates selected for interviews will be contacted

DUTIES AND RESPONSIBILITIES:

Must be able to perform, but not be limited to, the following duties and responsibilities:

- Process passengers and baggage;
- Make reservations and compute fares;
- Disseminate information;
- Assist passengers with mobility and special needs;
- Issue tickets and process sales reports for deposit;
- Assemble, control and transmit reservations and passenger data;
- Administer Interline and employee travel both business and pleasure;
- Maintain records as required;
- Process claims for damaged or missing baggage;
- Record flight arrival and departure times;
- Conduct radio communications with the aircraft;
- Other duties as assigned.

SKILLS AND QUALIFICATIONS:

Include, but not limited to, the following minimum skills and qualifications:

- High school diploma or equivalent related experience;
- 1 year of customer service experience;
- Possess a working knowledge of Sabre System;
- Bilingual in English/French or English/Inuktitut considered an asset;
- Possess a knowledge of passenger check-in and baggage handling;
- Must be familiar with all aspects paperwork/documentation for all passenger service functions;
- Must possess strong communication, and interpersonal skills;
- Proven customer service skills;
- Works well in team environment;
- Experience in handling passengers with mobility needs;
- Must be adept at handling multiple tasks, and prioritizing duties;
- Willing to assist in all areas of passenger services;
- Willing to work irregular hours of operation and shift work;
- Ability to obtain and retain an Airport Restricted Area Identity Card in accordance with the Airport Restricted Area Access Clearance Program regulated by Transport Canada.