



Welcome to Sunshine Coast Air. We are a locally owned float plane operator located on the Sunshine Coast. We operate daily flights to Vancouver and Vancouver Island, as well as local tours and charter services around the beautiful West Coast of British Columbia.

We are seeking a motivated and enthusiastic applicant to join our team in our sunny Nanaimo Harbour office. As the first point of contact, the successful applicant will provide professional, friendly and welcoming service to our passengers.

This is a permanent year-round role between 25-35 hours per week, on a modified schedule of 3-4 days/week as operational needs require. This role requires a successful candidate to work weekends and holidays. This role is not seasonal. Staff accommodation is not available for this role.

### **REPONSIBILITIES**

- Providing excellent customer service to in-bound callers or walk-in clientele regarding scheduled flights, scenic tours, charter flights and general enquiries
- Preparing quotes, bookings and confirming travel details for passengers
- Processing passenger and supplier payments and balancing daily cash-outs
- Creating operational flight plans, including management of weights and balance of aircraft
- Responsible for flight dispatching and following of all flights
- Ability to communicate relevant schedule updates, flight changes and delays in a calm and timely manner to passengers
- Checking in passengers for scheduled flights, local tours and charters
- Assisting pilots on the dock boarding passengers

### **QUALIFICATIONS AND SKILLS**

- Previous experience providing excellent customer service while working in a fast-paced environment
- Confidence with problem-solving and conflict resolution experience
- Proficiency with Windows based applications, including Office 365 & Microsoft Teams
- Ability to work individually, as well as within a team environment
- Proficiency in English, with strong verbal and written communication skills
- Knowledge of Vancouver Island, Sunshine Coast and surrounding areas an asset
- Flexible availability to work various shifts based on operational requirements – including weekends and holidays

In addition to salary, some company benefits include complimentary flights, Family rates, onsite staff parking and gratuities (where applicable).

### **HOW TO APPLY**



Email your cover letter and resume to [emily@sunshinecoastair.com](mailto:emily@sunshinecoastair.com) for all expressions of interest. We thank all applicants for their interest, however not all candidates will be contacted.