



Welcome to Tofino Air! We are a locally owned float plane operator on Vancouver Island, in Tofino, BC. We operate 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 Tofino Harbour office. As the first point of contact, the successful applicant will provide professional, friendly and welcoming service to our passengers.

RESPONSIBILITIES

- 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

The role is available seasonally, of an average of 30-35 hours per week over a two-week period, on a modified schedule of 3-4 days/week as operational needs are required for the Spring/Summer 2024 season. This role requires a successful candidate to work weekends and holidays. Staff accommodation is not available with this role.

In addition to salary, some company benefits include complimentary flights, family flight rates, and gratuities (where applicable).

HOW TO APPLY



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