



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 Sunshine Coast based team in our busy Sechelt head office. As the first point of contact, the successful applicant will provide professional, friendly and welcoming service to our passengers.

The role is a part-time year-round role, with an average of 24-32 hours per week over 3-4 days/week based on operational needs and seasonality. This role requires a successful candidate to work weekends and holidays.

#### **RESPONSIBILITIES**

- Providing excellent customer service to in-bound callers or walk-in clientele regarding scheduled flights, scenic tours, charter flights and general enquiries
- Checking in passengers for scheduled flights, local tours and charters
- Preparing quotes, making reservations 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
- Assisting pilots on the dock boarding passengers as needed

#### **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 independently, 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).

Staff accommodation is not available for this role.

#### **HOW TO APPLY**



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