



Welcome to Sunshine Coast Air. We are a locally owned float plane operator located on the Sunshine Coast.

We operate year-round daily direct scheduled seaplane flights between the Sunshine Coast, Vancouver and Vancouver Island. We also offer scenic flights and charter services around the beautiful West Coast of British Columbia.

We are seeking an outgoing and enthusiastic applicant to assist in leading our team based across multiple locations, as Base Manager for the Sechelt and Nanaimo locations. This role can be available based either in Sechelt or Nanaimo. As part of the management team, the successful candidate will ensure that base operations run efficiently and smoothly, all while ensuring passengers receive safe passage and exceptional customer service.

RESPONSIBILITIES

- Responsible for the smooth execution and management of daily operations for all Sunshine Coast Air offices
- Working alongside the Chief Pilot in on aircraft availability and safe and efficient execution of all flights and aircraft under the responsibility of Sunshine Coast Air bases
- Organization and implementation of flight schedule on a daily and on-going basis
- Working alongside the CSAs in providing excellent customer service to in-bound callers or walk-in clientele regarding scheduled flights, scenic tours, charter flights and general enquiries
- Creating operational flight plans, including management of weights and balance of aircraft for each flight
- Responsible for flight dispatching and following of all flights
- Recruitment, hiring and training of Customer Service Agents
- Scheduling of all Sunshine Coast Air base employees, including office, dock and pilot personnel in conjunction with the Chief Pilot, including approval for payroll bi-weekly
- Reconciliation of all flight payments on a weekly and monthly basis
- Assisting the management team in creation of seasonal flight schedules on all routes and implementation of flight schedules into the booking system and website
- Responsible for making decisions with regards to schedule updates, flight changes and delays and communicating those to the team and passengers in an efficient and timely manner
- Communication to Sunshine Coast Air personnel on pertinent information with regards to scheduling, procedures, policy/regulation updates as required or advised by management team
- Responsible for communication, support and conflict resolution with regards to employees, passengers and customers as required
- Implementation of policies and procedures as required or advised by management team
- Delegation of projects and tasks to base employees as needed
- Liaising with management team on operational requirements, progress and projects as required

QUALIFICATIONS AND SKILLS

- 3-5 years' experience managing and training staff both in person and remotely
- 5+ years' 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
- Experience working within the aviation industry an asset
- 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

This role is based on a modified work schedule, and requires flexible availability, including weekends and holidays.

In addition to salary, some company benefits include extended health coverage, complimentary flights, Family flight rates, and onsite staff parking.

HOW TO APPLY

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