Customer Service Agent (Part-Time)

Location: Sechelt, BC

Welcome to Sunshine Coast Air. We are a locally owned float plane operator providing scheduled flights between the Sunshine Coast, Vancouver Island and the Lower Mainland, as well as scenic tours and charter services along the beautiful West Coast of British Columbia.

We are seeking a motivated and enthusiastic Customer Service Agent (CSA) to join our team at our office in Sechelt. As the first point of contact for our passengers, you will provide professional, friendly, and welcoming customer service while supporting the safe and efficient coordination of daily flight operations.

This is a part-time, year-round position, offering 18–30 hours per week based on operational needs and seasonality. The successful candidate must be available to work a flexible schedule, including weekends and statutory holidays.

RESPONSIBILITIES

- Provide exceptional customer service to passengers in person, by phone, and by email regarding scheduled flights, scenic tours, charter flights, and general inquiries.
- Book reservations, prepare quotes, confirm travel details, and process customer payments.
- Check in passengers for scheduled flights, scenic tours, and charter services.
- Collect passenger and baggage weight information and prepare Operational Flight Plans (OFPs) for pilots.
- Support daily flight dispatch and flight following activities while maintaining accurate operational records.
- Communicate schedule changes, delays, and operational updates to passengers in a professional and timely manner.
- Assist pilots with boarding passengers and dock operations as required.
- Perform general reception and administrative duties to support daily office operations.

QUALIFICATIONS AND SKILLS

- Previous experience in customer service, reception, or administration in a fast-paced environment.
- Excellent communication, organization, and problem-solving skills.
- Strong attention to detail and the ability to multitask while maintaining accuracy.
- Proficiency with Microsoft Office 365 and other computer-based systems.
- Ability to work independently and collaboratively as part of a team.
- Excellent verbal and written English communication skills.
- Knowledge of Vancouver Island, the Sunshine Coast, and surrounding areas is considered an asset.
- Previous aviation or dispatch experience is an asset but not required—we are happy to train the right candidate.

Compensation: Starting at approximately $21.00 per hour.

In addition to hourly wages, employees enjoy benefits including complimentary flights, family travel rates, onsite staff parking, and gratuities (where applicable).

HOW TO APPLY

Please email your cover letter and resume to **careers@sunshinecoastair.com**.

We thank all applicants for their interest; however, only those selected for an interview will be contacted.