



POSITION VACANCY ADVISORY

POSITION: COORDINATOR, CUSTOMER SERVICE	LEVEL: AS PER THE UNIFOR COLLECTIVE AGREEMENT
STATUS: PART-TIME TEMPORARY (ENDING APPROXIMATELY MAY 3 RD 2024)	REPORTING TO: MANAGER, CUSTOMER SERVICE
REFERENCE #: C256264	DATE AVAILABLE: IMMEDIATELY
LOCATION: IQALUIT	CLOSING DATE: FEBRUARY 13 TH , 2023
DEPARTMENT: AIRPORT & CARGO	COMPANY: BRADLEY AIR SERVICES
Canadian North is an equal opportunity employer. Members of designated groups (Inuit, First Nations, Métis, Women, Visible Minorities, and People with Disabilities) are encouraged to apply and self-identify.	

Interested candidates may submit their resumes to recruit@canadiannorth.com. Please include the reference number and position in the subject line. We thank all applicants for their interest, however, only candidates selected for interviews will be contacted

DUTIES AND RESPONSIBILITIES:

Must be able to perform, but not be limited to, the following duties and responsibilities:

- Provide input into Employee scheduling and assignment, on the job training and instruction;
- Ensure that Company policies and procedures are adhered to;
- Process passengers and baggage;
- Make reservations and compute fares;
- Disseminate information;
- Assist passengers with mobility and special needs;
- Issue tickets/airway bills and process sales reports for deposit;
- Assemble, control and transmit reservations and passenger data;
- Administer Interline and employee travel for both business and leisure;
- Maintain records as required;
- Process claims for damaged or missing baggage;
- Record flight arrival and departure times;
- Conduct radio communications with the aircraft;
- Other duties as assigned.

SKILLS AND QUALIFICATIONS:

Include, but not limited to, the following minimum skills and qualifications:

- High school diploma or equivalent related work experience i.e. travel tourism education, customer service/airline experience, etc.;
- 1 year of previous related experience combined with 1-year previous supervisory experience;
- Must possess a working knowledge of the Sabre Computer System;
- Possess a knowledge of passenger check-in and baggage handling;
- Solid knowledge of passenger service, ticket counter related procedures, and airport functions;
- Strong Leadership skills;
- Excellent Customer Service Skills & training;
- Fluently bilingual in English and French or English and Inuktitut considered an asset;
- Must be familiar with all aspects paperwork/documentation for all passenger service functions;
- Solid organizational skills, problem solving skills, decision making skills, and prioritizing skills;
- Strong interpersonal and communication skills for internal and external customers;
- Working knowledge of Windows, Excel and Word;
- Must possess strong communication, and interpersonal skills;
- Experience in handling passengers with mobility needs;
- Willing to assist in all areas of passenger services;
- Willing to work irregular hours of operation and shift work;
- Must pass the benchmark level proficiency test;
- Ability to obtain and retain an Airport Restricted Area Pass in accordance with the Airport Restricted Area Access Clearance Program regulated by Transport Canada