

Job Opportunity:

Job Title	Reservations Agent
Location	Thunder Bay, Ontario
Status	Full-time
Start Date	ASAP
Competition Deadline	JULY 30,2024
Compensation	\$19.67/hour

Career Opportunity

This dynamic, multi-faceted position in the Reservations Call Centre will be responsible for providing a high level of customer-focused service. The Reservations Agent will handle various inbound and outbound customer requests with speed, efficiency, empathy and care by effectively using our reservations and cargo system to service both existing and prospective customers. The agent will be in frequent communication with SOCC, Cargo, Counter Staff, Ramp Operation Crews and any other relevant personnel to ensure an exceptional customer experience, and to facilitate North Star Air's mission to provide safe, affordable and reliable service.

Responsibilities and Duties

- Providing exceptional customer service when handling customer calls and inquiries
- Booking and making changes to reservations
- Creating and adjusting airway bills
- Collecting payment for reservations and cargo shipments
- Providing quotations for travel bookings and cargo
- Assisting with any cargo inquiries
- Contacting customers regarding upcoming bookings, required purchase orders or monies due in a professional and courteous manner
- Providing Flight Status updates
- Upholding North Star's Customer Service Standards to both internal and external customers
- Any other related duties as assigned

Qualifications and Skills

- Exceptional customer service skills
- Able to communicate effectively both verbally and in writing
- Basic mathematical skills
- Able to work effectively both as part of a team and independently
- Proficient computer skills and experience using Excel, Word, SharePoint, Teams and Email is an asset
- Strong attention to detail
- Effective problem solver
- Excellent organizational, time management and prioritizing skills
- Ability to communicate in Oji-Cree or Ojibway is an asset
- Previous reservations and travel agency experience is an asset
- High school diploma or equivalent is an asset

Working conditions

- Overtime as required
- Weekend work may be required

Benefits

- Company Uniform
- Company events
- Company pension
- Dental care
- Disability insurance
- Employee assistance program
- Employee stock purchase plan
- Extended health care
- Life insurance
- On-site parking
- Paid time off
- Profit sharing
- RRSP match
- Store discount
- Vision care
- Flight Benefits

Compensation:

- North Star Air Ltd offers competitive compensation to qualified and highly motivated candidates

Please note that applicants for this position must have current eligibility to work in Canada in order to be considered for this opportunity. While we appreciate all resumes received, we can only contact directly those applicants under consideration for interview.

If you are interested in this position please submit your cover letter and resume to:

Email: employment@northstarair.ca with subject line: Reservations Agent