



Employment Opportunity

Position: Customer Service Agent(s) – Dease Lake Airport
Location: Dease Lake, BC
Status: Full-time
Closing Date: **Until filled**

TNDC Airport Services is looking for an energetic, proactive person with excellent customer service skills to join the team in the position of Customer Service Agent. If you enjoy working independently as well as with a team in a fast-paced environment where every day is different than the one before, this may be an opportunity you have been looking for. The successful candidates will be committed to safe working practices.

Responsibilities

Reporting to the site supervisor or designate, responsibilities include, but are not limited to:

- check in and greet passengers for flights and on behalf of air carriers and clients
- respond to passenger inquiries
- prepare, load, and unload baggage from the aircraft if required
- acceptance of freight for expediting; ship and receive cargo
- scheduled janitorial duties for TNDC airport premises
- handle payments and/or billings for fuel, rentals, and services
- communicate load counts to flight crews
- assist with general office, administrative and clerical functions to keep the airport running smoothly
- ensure proper reporting, documentation, and clear lines of communication with supervisors
- attend toolbox, safety and other meetings or discussions as required
- adhere to relevant company procedures and policies
- participate in any other specified training
- other duties as required

Qualifications and experience

- superior customer service skills
- excellent written and oral communication skills with attention to detail
- strong computer skills with MS Office (Outlook, Word, Excel, etc.)
- ability to work flexible hours, including split shifts and weekend coverage
- strong organizational, administrative, and interpersonal skills
- proven commitment to safety, health, and environmental standards
- able to take direction, follow instructions and adapt to changing priorities and multi-tasking
- strong work ethic with an ability to work independently with minimal supervision
- a team player that works respectfully and cooperatively with others

Conditions of Employment

- pass mandatory pre-employment drug and alcohol screening and fitness for work assessment where required
- valid Class 5 driver's license required
- valid Occupational First Aid Certification (OFA) and WHMIS Certification preferred
- the ability to repetitively lift/move up to 70 lbs and maintain high levels of performance throughout shift

Please apply to:

Human Resources, Tahltan Nation Development Corporation
Box 250 | IR #9 Hwy 37N
Dease Lake, BC V0C 1L0
Fax: 250.771.5454
Email: jobs@tndc.ca

Only applicants selected for an interview will be contacted. Tahltan members are encouraged to apply.

SAFETY FIRST, SAFETY ALWAYS