

## Customer Service Agent Lead

**Closing Date:** April 19, 2018 or when suitable candidate is found.

Executive Flight Centre (EFC) has been setting standards in aviation fuel and service for over forty years. Headquartered in Calgary, with operations in both Alberta and British Columbia, EFC offers a diverse range of aviation services to meet the needs of airport users. EFC also offers additional expertise and services to customers throughout Western Canada in the areas of Airport / Aerodrome Services and Aviation Real Estate Development. Our vision is to provide an excellent quality of service to all customers in the Aviation Industry by focusing on Safety, Quality, Consistency and Customer Service.

Our Albion Aerodrome location is seeking an experienced Customer Service Agent Lead to support our diverse operations. This position is a rotational camp position with a fourteen (14) days on and fourteen (14) days off schedule. Flights and accommodations are provided.

### **Main Functions:**

The Customer Service Agent ("CSA") Lead is responsible for overseeing all passenger and baggage handling activities and for handling customer complaints. The CSA Lead reports to the Aerodrome Supervisor and supervises the CSAs and Luggage Agents.

### **Responsibilities:**

- Schedule, direct, and organize day to day operations for CSAs and Luggage Agents.
- Oversee and perform passenger handling and customer service responsibilities including:
  - Generate computer flight manifests and coordinate check-in process;
  - Verify passenger counts;
  - Complete check in process, baggage and direct passenger handling as assigned;
  - Process missing/damaged baggage and incident reports as required;
  - Communicate with Aerodrome employees in the preparation of aircraft for flight;
  - Book flights and accommodations for Aerodrome employees and approved representatives;
  - Assist with housekeeping and light field maintenance duties; and
  - Liaise with CNRL regarding delayed flights and passenger issues, as well as with applicable ground transportation companies.
- Ensure compliance with all legislative, industry and customer standards including Transport Canada, Canada Labour Code, Occupational Health and Safety and CNRL's safety and site regulations.
- Ensure CSAs and Luggage Agents follow EFC customer service and safety policies and procedures.
- Complete Aerodrome reports and daily flight schedules; advise appropriate parties of flight details.
- Effectively manage tasks and establish plans during irregular operation periods.
- Ensure all customer complaints are addressed and handled professionally, leaving the customer with a positive resolution.
- Function as Transportation Coordinator on weekends, holidays and as needed for vacation or other relief.
- Review and approve time off requests ensuring adequate staffing levels. Maintain records of all requests and ensure time off is reported to payroll.
- Prepare and approve timesheets for payroll per bi-weekly reporting requirements.

- Build team commitment to high standards of service, exceeding customer expectations and leading by example.
- Assist with the promotion, coaching and performance management of Customer Service Team.
- Provide services after hours on an on-call/as-needed basis.
- General support activities related to Aerodrome Operations.
- Facilitate accounting and payroll processes for Aerodrome operations.
- Maintain a tidy and orderly work area, exhibiting pride in work performance and contributing to a healthy and safe work environment.
- Ensure exceptional, courteous and respectful customer service through compliance and participation in EFC's Step Up to Customer Service Program.
- Comply with and participate in EFC's Health & Safety and Quality programs and initiatives.
- Perform any other duties as required.

**Qualifications and Experience:**

- High School Diploma.
- Post-secondary education in Aviation or administration field is preferred.
- Minimum of two years' experience as Customer Service Agent or in Customer Service, preferably in the aviation industry.
- Demonstrated supervisory/leadership experience is preferred.
- Valid class 5 driver's license and clean Driver's Abstract. No restrictions permitted.
- Able to meet all required pre-employment and site access screening including, but not limited to, Construction Safety Training System (CSTS) and Drug & Alcohol test.
- EFC and CNRL required theoretical and practical training (i.e. WHIMS, DG Passenger, etc.)
- EFC on the job training for Passenger Handling policies, procedures and practices.
- Proficiency in Microsoft Office products, including Word, PowerPoint and Excel, plus demonstrated ability to learn new systems.
- Knowledge and experience with flight reservation software, including ability to make individual and group travel reservations, is preferred.
- Able to effectively communicate both verbally and in writing.
- Able to deal with individuals sensitively, tactfully, diplomatically, and professionally at all times, including demonstrated customer service and troubleshooting skills.
- Highly motivated and able to work well independently with minimal supervision in a fast paced environment.
- Able to multi-task and establish priorities in a dynamic and changing environment.
- Must maintain a professional appearance and mannerisms at all times.
- Able to work collaboratively as a productive member of the EFC Team.

Executive Flight Centre offers competitive compensation and a comprehensive benefits package, an incredible work environment, and career advancement opportunities. Please visit our website at <http://www.efcaviation.ca/> for a complete description of our company and to view other career opportunities.

To apply for this position, please send your resume and cover letter to [careers4u@efcaviation.ca](mailto:careers4u@efcaviation.ca) indicating the position title and location you are applying for in your subject line.

*We thank all applicants for their interest in Executive Flight Centre; however, only candidates selected for interviews will be contacted.*

