

Customer Service Agent Level 1

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 Level 1 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 Level 1 is responsible for providing professional, courteous customer service to Albion Aerodrome passengers by addressing customers' needs and processing transactions in a transportation and logistics environment. The Customer Service Agent Level 1 reports to the Customer Service Agent Lead.

Responsibilities:

- Perform passenger handling and customer service responsibilities according to the EFC corporate standards; 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 line service employees in the preparation of aircraft for flight;
 - Process credit card and cash transactions pertaining to aircraft flights;
 - Organize invoices, accounts payable and aircraft billing;
 - Reconciliation of fuel tickets and fuel farm activities;
 - Book and maintain flights for EFC employees and approved individuals;
 - Assist with housekeeping and light field maintenance duties; and
 - Liaise with CNRL's Flight Follow department with delayed flights and passenger issues, as well as with applicable ground transportation companies.
- Ensure all customer complaints are addressed and handled professionally, leaving the customer with a positive resolution.
- Through guidance of the CSA Lead, effectively manage tasks during irregular operation periods.
- Input statistical data into Aerodrome systems and complete EFC/CNRL reporting requirements.
- Provide services after hours on an on-call/as-needed basis.
- General support activities related to 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.
- Minimum of two years' experience in Customer Service, preferably in the aviation industry.
- 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 careers@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.