



Welcome to Tofino Air! We are a West Coast owned float plane operator on Vancouver Island, in Tofino, BC. We operate local tours and charter services around the beautiful West Coast of British Columbia.

We are seeking a motivated and enthusiastic applicant to join our team as a Customer Service Agent, in our sunny Tofino Harbour office for the upcoming Spring/Summer 2025 season. As the first point of contact, the successful applicant will provide professional, friendly and welcoming service to our passengers.

### **COMPENSATION AND BENEFITS**

In addition to salary, some company benefits include complimentary flights, family flight rates, gratuities (where applicable), subsidized staff housing (based on availability) and end of season bonus (based on successful completion of contracted dates).

### **WORK HOURS**

This is a seasonal full-time role of an average of 36 hours per week over a two-week period, on a modified schedule of 4-5 days/week as operational needs require for the Spring/Summer 2025 season. This role requires a successful candidate to work weekends and holidays. Hours outside of peak season from May 1 – September 30 may fall below an average of 40 hours.

### **QUALIFICATIONS AND SKILLS**

- Previous experience providing excellent customer service while working in a fast-paced environment
- Confidence with problem-solving and conflict resolution experience
- Proficiency with Windows based applications, including Office 365 & Microsoft Teams
- Ability to work independently, as well as within a team environment
- Proficiency in English, with strong verbal and written communication skills
- Knowledge of the West Coast region and surrounding areas an asset
- Flexible availability to work various shifts based on operational requirements – including weekends and holidays

### **RESPONSIBILITIES**

- Providing excellent customer service to in-bound callers or walk-in clientele regarding scheduled flights, scenic tours, charter flights and general enquiries
- Checking in passengers for scheduled flights, local tours and charters
- Preparing quotes, making reservations and confirming travel details for passengers
- Processing passenger and supplier payments and balancing daily cash-outs
- Creating operational flight plans, including management of weights and balance of aircraft
- Responsible for flight dispatching and following of all flights
- Ability to communicate relevant schedule updates, flight changes and delays in a calm and timely manner to passengers
- Assisting pilots on the dock boarding passengers as needed



## HOW TO APPLY

Email your cover letter and resume to [careers@tofinoair.ca](mailto:careers@tofinoair.ca) for all expressions of interest. We thank all applicants for their interest; however not all candidates will be contacted.