



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 in our sunny Tofino Harbour office as a year-round Customer Service Agent. As the first point of contact, the successful applicant will provide professional, friendly and welcoming service to our passengers.

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
- Working on projects and tasks as delegated by the management team

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 Vancouver Island, Sunshine Coast and surrounding areas an asset
- Flexible availability to work various shifts based on operational requirements – including weekends and holidays

This is a year round position, for an average of up to 35-40 hours per week, on a modified schedule as operational needs are required for the Spring/Summer 2025 season. Hours outside of peak season from June 1 – September 30 may fall below an average of 35 hours per week. This role requires a successful candidate to work weekends and holidays. Staff accommodation may be available for this role, based on need and availability.

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



HOW TO APPLY

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