

# GUEST SERVICES AGENT

NANAIMO, BC



## Overview

As Guest Service Representative, your patience, good listening skills, attention to detail and overall positive presence are at the core of your character—and the foundation for providing an outstanding customer experience. You're our number one ambassador. With an undivided focus on the customer, you offer support every step of the way, from being a helpful voice on the phone to checking in passengers and helping to resolve customer service issues with ease.

## Duties and Responsibilities

The position involves but is not limited to the following duties:

- Providing premium customer service
- Making and changing reservations
- Providing information about all Helijet products and services to guests at our terminals
- Passenger & baggage check-in
- Maintaining passenger amenities within the terminals
- Daily accounting and cash-out
- Maintaining a productive working relationship with colleagues and all other departments

## Qualifications

The successful candidate should have:

- Previous Customer Service experience
- Computer experience
- The ability to work a flexible schedule
- Support and model excellent service by exhibiting a positive attitude and enthusiasm toward the job and company to both internal and external customers in all forms of communication.
- Telephone presence and interpersonal skills
- A neat and tidy professional appearance
- The ability to work in a group setting

The following would be considered an asset to any applicant

- Knowledge of the BlueSky Booking reservation system
- Graduation from a Travel and Tourism course
- Previous airline experience

## Guest Services Agent

### CLOSING DATE:

December 8, 2017

### LOCATION:

Helijet International Inc  
Nanaimo Harbour Heliport

### STATUS:

Hourly – 20-30 hours / week  
including weekends

### REMUNERATION:

Salary commensurate with  
experience + benefits

### Apply with Resume & Cover Letter to:

Director – Client Relations  
Helijet International Inc.  
5911 Airport Road South  
Richmond, BC V7B 1B5

Email: [careers@helijet.com](mailto:careers@helijet.com)

Please - No Phone Calls